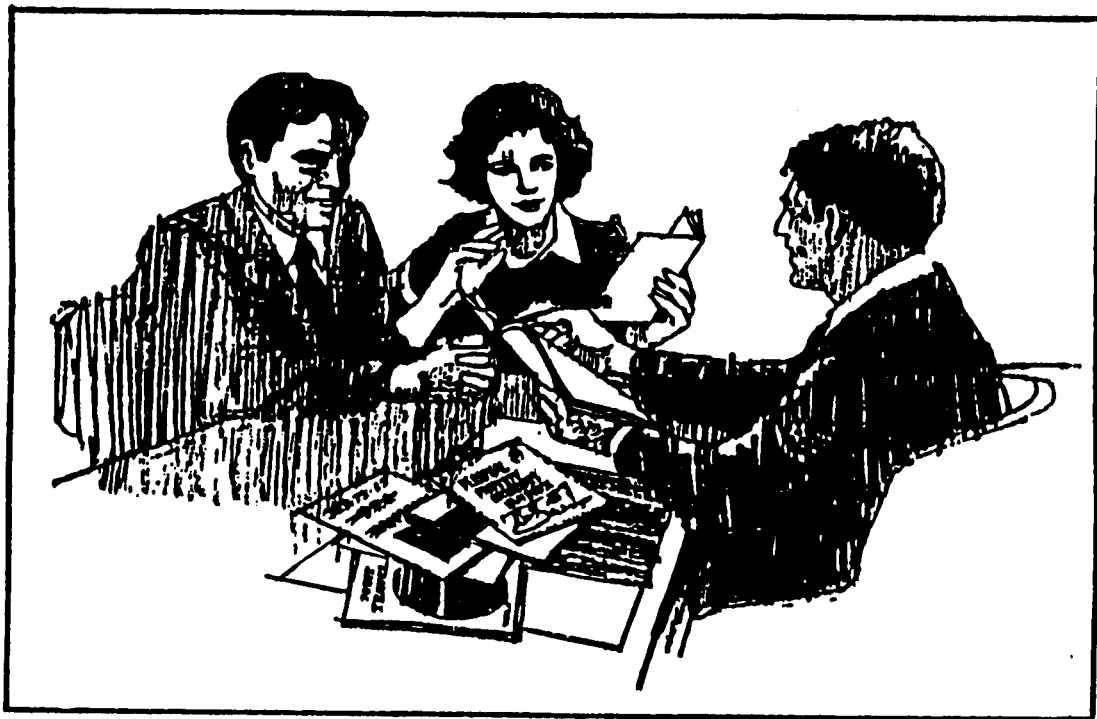




UNITED STATES AIR FORCE PERSONAL PROPERTY COUNSELOR'S HANDBOOK



**Courtesy of
Joint Personal Property Shipping Office
San Antonio Texas**

1998 Edition

All the views and opinions in this publication do not necessarily carry official sanction of the Department of the Air Force. To our knowledge no copyright material has been used. Reference material was furnished throughout appropriate channels of DOD organizations. Local reproduction by Air Force personnel for official purpose is authorized.

Joint Personal Property Shipping Office
613 NW Loop 400, Suite 400
San Antonio, Texas 78216-5518
1 May 1998

PERSONAL PROPERTY COUNSELOR'S HANDBOOK

FORWARD

This handbook is intended as a training guide for Air Force personal property counselors. It MAY NOT encompass all possible counseling situations and it IS NOT intended to replace any current regulations. It is a guideline only. Topics are primarily oriented to Air Force military personnel entitlements, but some DoD civilian entitlements are addressed.

During the past years, we have routinely seen members incur excess costs that could have been avoided with better planning. We attempted to identify as many of these situations as possible in this handbook. We will continue to monitor current trends and will provide updates, as they become available.

We hope you find this handbook a useful management and training tool. In each section, we have provided space for TMOs to make comments for local guidance. We encourage you to provide feedback through your MAJCOMs on suggested changes that will benefit the Air Force personal property program.

GEORGE R. FITZPATRICK, DAFC
Director

PERSONAL PROPERTY COUNSELOR'S HANDBOOK
TABLE OF CONTENTS

	PAGE
DISCLAIMER – FORWARD	INSIDE FRONT COVER
FORWARD	i
TABLE OF CONTENTS	ii
INTRODUCTION	iii
PART I - HOUSEHOLD GOODS (HHG)	1
PART II - UNACCOMPANIED BAGGAGE (UB)	13
PART III - NONTEMPORARY STORAGE (NTS)	20
PART IV - HOUSE TRAILERS/MOBILE HOMES (MH)	27
PART V - PRIVATELY OWNED VEHICLES (POV)	33
PART VI - WEAPONS AND AMMUNITION	49
PART VII - LIABILITY, CLAIMS	51
PART VIII - DO IT YOURSELF MOVES (DITY)	56
PART IX - SHIPMENT OF BOATS	64
APPENDIX A: REFERENCES	A-1

INTRODUCTION

1. Counseling is one of the most important and challenging tasks we perform. The success or failure of each member's move depends in large part on how well the member is counseled. Our customers rely on us to inform and prepare them for their upcoming move. The purpose of this handbook is to assist in training counselors to help their customers.

1.1 This book is only a training aid! It should never be used as a "quick reference" or substitute for the regulations. Its especially important counselors research the applicable regulation for difficult or unusual situations in the appropriate directives.

1.2 The handbook is designed to follow the format of the DD Form 1797 and the DD Form 2278. Each numbered main paragraph heading in the handbook is quoted from the appropriate counseling form. The subparagraphs expound on the main paragraph topic. You will find some paragraphs appear in more than one chapter, as we needed to follow the format of the counseling checklists. Regulation references are at the end of most subparagraphs and are included to assist you in locating the topic in the regulations. At the end of each numbered paragraph, we added a subparagraph titled "TMO Comment." This space is provided for the traffic management officer to comment or tailor topics for local circumstances.

1.3 Parts I through VII corresponds to the DD Form 1797. Part VIII corresponds to the counseling portions of the DD Form 2278. Part IX pertains to the shipment of boats. There are currently no forms designed for counseling members on the movement of boats.

PART I - HOUSEHOLD GOODS (HHG)

Note: This chapter corresponds to DD Form 1797, Part 1.

2. ALL JFTR, VOL. 1, AND AF Supplement to JFTR REFERENCES ARE APPLICABLE TO MILITARY MEMBERS ONLY, UNLESS OTHERWISE SPECIFICALLY NOTED.

2.1 Check the orders carefully to determine the member's entitlement. If an error is suspected, you should contact the Military Personnel Flight to resolve the matter.

2.1.1 Members are normally authorized shipment of household goods (HHG) in one lot (JFTR, Vol. I, Para U5340-A1). In addition to a shipment of household goods, the member may also ship unaccompanied baggage, place personal property into nontemporary storage, and make a do-it-yourself (DITY) move. These shipments are exceptions to the one lot concept, when assigned to or from overseas.

2.1.2 The authorized destinations for personal property are:

2.1.2.1 New Permanent Duty Station and/or,

2.1.2.2 TDY Station

2.1.2.3 Home of Record

2.1.2.4 Place of Entry in the Service

2.1.2.5 Designated Location, as determined by orders and the Joint Federal Travel Regulations.

2.1.2.6 Nontemporary Storage

2.1.2.7 Home of Selection

2.1.2.8 Other locations subject to excess cost (JFTR Vol. I, Para U5340-A)

2.1.3 HHG may not be shipped from NTS on the order returning the member from overseas to be separated at a processing station in the CONUS (AF Sup/JFTR, Para 3.1.8.2).

2.1.4 A member may have one final shipment of household goods which has been legally awarded an ex-spouse incident to divorce or property may be continued in nontemporary storage for a reasonable period of time not to exceed the member's authorized period of storage. The authorization to ship such property does not provide a new entitlement to the member but allows shipment (subject to excess cost) on current or next PCS order (including separation and retirement orders). The service member must decide whether to use their entitlement for this purpose (JFTR Vol. I, Para U5340-E4 and 61 Comp. Gen. 180 (1981)).

2.1.5 NOTE: For civilian employees, see JTR VOL. II, Chapter 2 (PART G), Chapter 8, and AF Sup/JTR, Part 6, Chapter 11.

2.1.6 TMO Comments:

2.2 Weight Allowances: PCS_____ TDY_____

2.2.1 The member's PCS weight allowance can be found in JFTR VOL. I, Para U5310. The weight allowance is determined by the rank the member holds on the effective date of orders. For active duty members moving between duty stations, the effective date of orders is the date the member signs in at the new duty station, minus travel time, plus one day (JFTR VOL. I, Appendix A). Members who have been selected for promotion should be counseled that early reporting might affect their ability to apply the weight entitlement of the higher grade. The effective date of orders for members separating or retiring is the last day of active duty (JFTR Vol. I, Appendix A).

2.2.2 Civilian entitlements are contained in JTR, VOL. II, Chapters 2 and 8, and are normally specified in the special orders. NOTE: SEE JTR VOL. II, PARA C8000.2 FOR DETERMINING NET WEIGHT ON CIVILIAN EMPLOYEES.

2.2.3 Join spouse members assigned to duty stations or areas where there is no administrative household goods weight restriction are authorized the combined total weight allowances of both members. (JFTR, VOL. I, Para U5330-A) In cases where both are E-3 or below and there are no dependents, they will be authorized a combined weight allowance of 5000 pounds (JFTR VOL. I, Para U5310, Table of PCS Weight Allowances, note 5). Please note: A military member married to another military member cannot be dependent upon the other. If no other dependent exists, both are considered members without dependents in determining the weight allowance (AF Sup/JFTR, Para 2.8.1.2) NOTE: For civilian employees, see JTR, VOL. II, Para C8000.C and AF Sup/JTR, Part 6, Chapter 11).

2.2.4 Military members married to civilian employees. If the employee is also on orders and there is no duplication of entitlements, the employee will be entitled to JTR Vol. II entitlements. To qualify for JTR Vol. II entitlements, the employee cannot be reflected as a dependent on the military member's orders (JTR Vol. II, Para C8000.3, AF Sup/JTR, Part 6, Chapter 11).

2.2.5 The member's PCS weight allowance does not apply to:

2.2.5.1 Vacating government or government-controlled quarters upon separation and retirement when ordered to vacate by competent authority and movement is to a local residence pending election of home of record/selection (JFTR Vol. I, Para U5360-F, and U5365-G).

2.2.5.2 Occupancy of government-controlled quarters (JFTR Vol. 1, Para U5355-C).

2.2.5.3 Vacating local economy quarters in compliance with orders (JFTR, Para U5355-D).

2.2.5.4 Upon officially being reported as dead, injured, absent for a period of more than 29 days in a missing status, or upon death (subject to current ceiling, i.e., 18,000 lbs net weight), (JFTR Vol. I, Para U5372-B). NOTE: For civilian employees, see JTR VOL. II Para C6059 and C6060.

2.2.6 The TDY weight allowance is a distinct and separate entitlement from the PCS entitlement (JFTR Vol. I, Para U4715). NOTE: For civilian employees, see JTR VOL. II, Para C8007)

2.2.7 Consumable weight allowances are authorized in addition to prescribed weight allowances when the member is sent to a location where obtaining adequate food is difficult. The additional weight must be authorized in the member's orders. Locations authorized consumable items are specified in JFTR, Para U5310-D and Appendix F.

2.2.8 Check with the member to determine if they have property in storage at government expense; if so, advise them property is chargeable against their total JFTR weight allowance (JFTR Vol. I, Para U5380-C).

2.2.9 Professional Books, Papers, and Equipment are not chargeable to the member's PCS weight allowance (JFTR Vol. I, Para U5310-C).

2.2.10 TMO Comment:

2.3 Overseas administrative weight limitations (AF Sup/JFTR, Para 2.4).

2.3.1 Exceptions to the administrative weight allowance will be processed in accordance with AF Sup/JFTR, Atch 2, Table 2). In order for members to receive the additional weight, the request must be approved prior to the effective date of the PCS and included in the order. The Military Personnel Flight Customer Service Office should assist in this matter. (Exceptions may not exceed the member's full JFTR weight allowance), (Use SF Form 1200, GBL Correction Notice, to document approval of additional weight when the original GBL has already been processed.)

2.3.2 Overseas administrative weight limitations are not applicable for members separating or retiring from an overseas area (JFTR, Vol. I, Para U5360, U5365 and AF Sup/JFTR, Para 3.4.1.2).

2.3.3 NOTE: For civilian employees, see JTR VOL. II, PARA C8002, AND C2301.4.

2.3.4 TMO Comment:

2.4 Member's responsibility to reimburse the Government for any excess costs occasioned by these shipment(s) (JFTR Vol. I, Para U5340).

2.4.1 Ensure the member understands, by signing the DD Form 1299, they are agreeing to the terms printed on the back of the form; including the agreement to pay all excess costs occasioned by the shipment(s).

2.4.2 The TMO is responsible for collecting all known excess costs prior to releasing the shipment from origin for members separating in a nonpay status. (Once property has reached the proper destination, it cannot be held ransom for payment of excess costs.) Every attempt should be made to collect excess costs prior to delivery; however, when this is not possible, the destination TMO will issue a GBL correction notice indicating that excess charges were not collected and a paying officer review is required. JPPSO-SAT/ECAF will then initiate Out-of-Service collection action (AF Sup/JFTR, Para 2.10.6).

2.4.3 For multiple shipments, any excess costs will be computed on the shipment which results in the least cost to the member (AF Sup/JFTR, Para 2-10 and JFTR, Para U5340B 2a).

2.4.4 NOTE: For civilian employees, see JTR Vol. II, Para C8002.7 and C8003.7e, and AF Sup/JTR, Part 6, Chapter 11).

2.4.5 TMO Comment:

2.5 Pick-up date and Required Delivery Date (RDD) as determined by requirements of the member:

2.5.1 The transit times shown in DoD 4500.34R are used only as a guide. The pickup and required delivery dates are based upon member's actual needs. Establish a realistic delivery date taking into consideration TDYs, leave, and travel time. Try to meet the member's needs, if possible, even when the time available is less than what DoD 4500.34R says is the average requirement. If carriers accept shipments with a "short RDD," they are obligated to meet that RDD (DoD 4500.34R, Para 2005b and Appendices M, N, & O).

2.5.2 Ensure the member understands the importance of being at home or having an authorized agent there when the carrier arrives to pack and pick up or deliver their property. Unless justified by military authority or extenuating circumstances, the cost of the attempted pickup (or delivery) may be, and usually is, charged to the member (JFTR, Vol. I, Para U5340-E).

2.5.3 The RDD should be established to avoid storage-in-transit (SIT). However, SIT is an entitlement and the member's needs must be considered first. If excess cost is involved, advise the member storage cost will be considered in computation of excess costs; i.e., the more SIT utilized, the higher the excess costs.

2.5.4 Advise members to be cautious of drivers who promise delivery on specific dates. Drivers are controlled by carrier dispatchers and must follow their routing instructions.

2.5.5 NOTE: For civilian employees, see JTR Vol II, Para C8002.7.

2.5.6 TMO Comment:

2.6 Mode/method of shipment, including the name of carrier if known (applies to military and civilian employees):

2.6.1 Mode is determined based upon member's needs, type shipment, destination, and the most economical means available. Don't hesitate to recommend a DITY move as they often provide a great advantage to the member, especially when the member desires to move a boat.

2.6.2 Check the Personal Property Consignment Guide (PPCIG) thoroughly before selecting the mode/method of shipment to determine correct shipping address and any restrictions on shipping to the requested destination. Be sure to consult both the general country prohibitions as well as the section covering the individual assignment station.

2.6.3 TMO Comment:

2.7 Unauthorized items and disposal of unnecessary items:

2.7.1 Advise members to review the items to be shipped and to dispose of unwanted or unnecessary items. Members often ship unwanted and unneeded items, unnecessarily increasing the cost of the move. This can present further problems for the member if the shipment is overweight. Excess cost rebuttals often contain member comments such as "if I had known it was going to cost so much I wouldn't have shipped all that old stuff I didn't need" (DoD 4500.34R, Para 1008b(1)).

2.7.2 In general, members may ship as personal property those items from their household which are not specifically prohibited by commodity, name, or category. Advise members property for resale, disposal, or commercial use are not authorized for shipment at government expense (JFTR, Vol. I, Appendix A).

2.7.3 If it is determined at origin the member has unauthorized items in the shipment, they will be advised to remove them. If unauthorized items are discovered at destination, the unauthorized items will be weighed and the member will be required to reimburse the government for all shipping costs related to the unauthorized items (JFTR Vol. I, Para U5340-D).

2.7.4 Check JFTR, Vol. I, Appendix A, and DoD 4500.34R, Appendix J, for items restricted or prohibited from shipment as household goods.

2.7.5 NOTE: For civilian employees, see JTR, Vol. II, Para 8002.7, and Appendix A.

2.7.6 TMO Comment:

2.8 Professional books, papers, and equipment (PBP&E):

2.8.1 AF Sup/JFTR, Atch 8, provides clear guidance for the declaration and shipment of PBP&E. The definition of PBP&E is in JFTR, Appendix A. It is vitally important for members to understand declaration and the intent to ship PBP&E.

2.8.2 The member must provide indisputable intent to declare PBP&E if requesting after-the-fact declaration. This means shipment documentation must indicate PBP&E on a minimum of one of the following: DD Form 619, GBL, carrier's inventory, or a combination of these documents. Questionable cases will be referred to JPPSO-SAT/ECAF, San Antonio TX.

2.8.3 If it is not practical for the carrier to weigh the PBP&E at time of pickup, a constructive weight of 40 pounds per cubic foot per inventory item may be used. The carrier must indicate on the inventory the cubic size of each carton if the constructive weight is allowed. Items not qualifying as PBP&E; e.g., furniture, filing cabinets, bookshelves, etc., will not be given a PBP&E weight credit (AF Sup 1/JFTR, Para 2.3.5.2).

2.8.4 If the carrier fails to properly identify the PBP&E during pickup, the member may request the TMO at destination inspect the shipment and verify the existence and weight of PBP&E. This must be accomplished during delivery or within a reasonable time frame. PBP&E must still be in original packed cartons.

2.8.5 NOTE: For civilian employees, see JTR Vol II, Para C8007, and AF Sup/JTR, Part 6, Chapter 11.

2.8.6 TMO Comment:

2.9 Member's responsibility to prepare and submit a complete DD Form 1701, Inventory of Household Goods:

2.9.1 Required for determining constructive costs of after-the-fact DITY move approval (AFI 24-501, Para 5.5.).

2.9.2 TMO Comment:

2.10 Servicing/de-servicing appliances (applies to military and civilian employees):

2.10.1 Servicing of appliances is the placement of kits inside to keep the inner moveable parts stable while in transit. Consequently, de-servicing is the removal of such kits at destination. It does not include disconnecting/reconnecting cords and hoses, or draining the appliance.

2.10.2 Hardware from furniture disassembled by the carrier must be placed in cloth bags and attached to the article. Upon delivery, the carrier is responsible for reassembling all items disassembled by the carrier at origin or released from nontemporary storage (DoD 4500.34R, Appendix A, Para 43d).

2.10.3 Third party services must be authorized in advance by the TMO for items such as German shrunks, grandfather clocks, etc., and must be included on the GBL. Keep in mind, if an item was serviced/dismantled at origin, the carrier is obligated to provide similar or third party service upon delivery (DoD 4500.34R, Appendix A, Para 43b).

2.10.4 TMO Comment:

2.11 Temporary storage (contractual or in transit):

2.11.1 Temporary storage is not authorized in connection with an intra-city move as prescribed by JFTR Vol. I, Par U5375. It is of PARAMOUNT IMPORTANCE that a member who places property in temporary storage at origin fully understands if an intra-city move is subsequently requested, the member will bear all temporary storage costs; i.e., handling in/out, storage and delivery (if applicable). Separating members should be briefed on their option to use NTS in these cases (JFTR, Vol. I, Para U5375-A1).

2.11.2 On a PCS move, Storage-In-Transit (SIT) is normally authorized for a period of 90 days, except for shipment to an overseas area (SIT may be approved in the overseas area by the overseas TMO).

2.11.3 The TMO may authorize up to an additional 180 days SIT (total 270 days), when necessary. Request for SIT beyond 270 days is delegated to the Installation Transportation Squadron Commander or Chief of Transportation (JFTR Vol. I, Para U5375-B and AF Sup 1/JFTR, Para 6.1.2.3). Requests beyond the 180th day must be for circumstances beyond the member's control (awaiting quarters, non-availability of affordable/suitable local economy housing, etc.).

2.11.4 If the member allows the SIT to expire, storage charges from that day on and liability for loss and damage become the member's responsibility. The member makes payments for services beyond the expiration date directly to the storage firm. The member is still entitled to delivery and unpacking at government expense. Delivery and

unpacking will be scheduled by the destination TMO through local contract service (AF Sup/JFTR, Para 6.1.2.2 & AFI 51-502, para 2.31.1).

2.11.5 Temporary storage of TDY weight allowance is authorized only under provisions of JFTR, Vol I, Para U4770B(2), and U5345-C.

2.11.6 It is of paramount importance for members ordered on a PCS with TDY en route to be advised they are entitled to have their property placed into nontemporary storage for the period of the TDY. The property stored at government expense under this provision may not exceed the member's PCS weight allowance. When the member does not use nontemporary storage at origin and elects to ship to destination, any storage utilized is chargeable to their SIT entitlement.

2.11.7 Members ordered TDY or deployed for 90 days or more are entitled to storage of household goods (not in connection with a PCS shipment). The member's permanent change of station weight allowance is not for application, however, the 18,000 pounds maximum net weight limitation does apply. The local TMO is the approval authority for these cases (MAJCOM has disapproval authority). Storage at government expense will terminate not later than 90 days after completion of the TDY or deployment, unless the MAJCOM director of transportation approves additional storage (not to exceed 90 additional days) (JFTR, Vol I, Para 4770B (2), AF Sup/JFTR, Para 1.15.2).

2.11.8 Temporary storage in connection with a shipment from nontemporary storage incident to home of selection/home of record is authorized only when the member or dependent satisfies the criteria cited in JFTR, Vol I, Para U5365-C4, U5360-B4.

2.11.9 Members who have property in SIT and are subsequently ordered TDY or deployed in excess of 90 days may be authorized storage at government expense not to exceed 90 days beyond completion of the TDY (JFTR, Vol I, Para U5375-B3a and AF Sup/JFTR, Para 6.1.2.4).

2.11.10 Note: For civilian employees, see JTR, Vol II, Para C8001.2b and C8003.5.

2.11.11 TMO Comment:

2.12 It is vital counselors stress importance of checking the inventory at origin and destination, noting discrepancies on reverse of GBL, DD Form 619, and carrier's inventory prior to signing and report them to the personal property shipping office.

2.12.1 The member or member's agent should be present during all phases of the move to personally observe packing/unpacking and loading/unloading of their property.

2.12.2 The member should be counseled to ensure the documents the carrier presents for signature are legible and accurate. Members should pay particular attention to the discrepancy symbols annotated by the carrier on the origin inventory. Disparities should be brought to the attention of the carrier crew chief. If dissatisfied, the member

should take exception on the inventory and/or contact the TMO for assistance (DoD 4500.34R, Para 1006g(13)).

2.12.3 TMO Comment:

2.13 Ensure member is informed of the importance of checking the DD Form 619 prepared by the carrier at origin for accuracy of the information (applies to military and civilian employees).

2.13.1 Never sign a blank document.

2.13.2 The member must verify the quantity, type of containers, and any accessorial services identified by the carrier on the DD Form 619. If the carrier charges for services not actually provided, it impacts on the government (and the member when an excess cost situation is involved) (DoD 4500.34R, Para 1006g(13) and (14)).

2.13.3 New cartons must be used for clothing, linens, bedding, mattresses, and box springs. Used cartons may be utilized for other items but must be in good condition. All marks pertaining to a previous shipment must be obliterated (DoD 4500.34R, Appendix A, Para 44b).

2.13.4 If difficulties are encountered with the carrier, contact the TMO for assistance.

2.13.5 TMO Comment:

2.14 It is the member's responsibility to sign the delivery documents and release them to the carrier immediately upon delivery of property. Applies to military and civilian employees.

2.14.1 Members should fully understand the importance of annotating all discrepancies in the shipment.

2.14.2 Boxes showing exterior damage should be unpacked and examined for interior damage. Boxes containing high-value/highly pilferable items should always be opened in the presence of the carrier and the contents inventoried before the carrier is released. Make sure the carrier records missing/damaged items on all copies of the inventory and DD Form 1840. Members must sign the carrier's copy of the inventory and DD Form 1840 (AFJPAM 24-226).

2.14.3 TMO Comments:

2.15 Members must contact the destination TMO immediately upon arrival to give a point of contact for the ITO/TMO when property arrives. Applies to military and civilian employees.

2.15.1 Provide the member with the commercial area code and phone number as well as the DSN of the destination TMO. All numbers are in the Personal Property Consignment Guide (PPCIG), Vol I and Vol II. These calls may be made collect.

2.15.2 Ensure the member understands failure to contact TMO immediately upon arrival could cause unnecessary storage charges and create a delay of up to 5 days or more to effect delivery. These additional storage costs can have significant impact on members in excess weight status.

2.15.3 TMO comment:

2.16 It is the member's responsibility to contact the origin and destination TMO if there is any change in orders or other factors that could effect delivery of the shipment. This applies to military and civilian employees.

2.16.1 Generally, correction of problems detected at origin will enhance the onward movement of the property. Make sure members are given the telephone numbers of the origin TMO's outbound and QC sections and the destination TMO's inbound and QC sections in the event help is needed (AFJPAM 24-226).

2.16.2 Recognizing that most TMOs do not have 24-hour coverage, members should be reminded their own organizations may be able to assist in solving problems after normal duty hours. First sergeants/commanders often can use their influence to get problems solved promptly.

2.16.3. TMO Comment:

2.17 Extra pickup or delivery charges, when applicable:

2.17.1 A single extra pickup and/or delivery is authorized in accordance with provisions in AF Sup/JFTR, Para 2.10.5. The GBL covering such shipments must be so annotated. NOTE: For civilian employees, see JTR Vol II, Para 8002.

2.17.2 Ensure the member understands failure to be at the residence when the carrier arrives for pickup or delivery can, and usually does, result in excess costs. If the

absence is **NOT** beyond their control, all excess costs involved will be billed to the member.

2.17.3 TMO Comment:

2.18 Explain the procedure to designate an agent to release property or accept property in absence of the member and use of power of attorney or informal letter of authority: applies to military and civilian employees.

2.18.1 When a shipment is requested by persons other than the member, a general power of attorney, limited power of attorney, or informal letter of authority is required (DoD 4500.34R, Para 1008(h) (7) (b)).

2.18.2 Dependents of members assigned to/from overseas may apply for shipment without the member's power of attorney or letter of authorization if the shipment is to the member's new duty station or to nontemporary storage. If the shipment is to any other point, the member's power of attorney or letter of authority is required (DoD 4500.34R, Para 1008h(7)(c)1).

2.19 Explain what documentation is given to members during the move and its importance to them (applies to military and civilian employees).

2.19.1 Explain the importance of keeping copies of documentation in the member's possession; e.g., DD Form 1299, DD Form 1797, Carrier's Inventory, DD Form 619/619-1, DD Form 1840/1840R, and GBL. These papers are the member's record of counseling as well as the member's record of shipping data (DoD 4500.34R, Para 1006g(17)). It is important the member understands these documents will be needed in the future, especially if there is a loss and damage claim or if the member exceeds the prescribed weight allowance.

2.19.2 TMO comment:

2.20 Thoroughly cover the member's responsibility to complete and turn in quality control forms: applies to military and civilian employees.

2.20.1 This block of the counseling worksheet was designed to brief the member on the Customer Satisfaction Report. These forms are no longer in use. The member should be briefed to ensure all problems encountered during the move are brought to the attention of the local TMO.

2.20.2 TMO Comment:

2.21 Members are responsible for ensuring personal property items are free of soil and pest infestation. It is highly important all customs restrictions/prohibitions be thoroughly briefed and required customs documentation prepared and processed in accordance with DoD and host country requirements. Applies to military and civilian employees (DoD 4500.34R, Para 1006g(5) and 1008b(2)).

2.21.1 Check the Personal Property Consignment Instruction Guide to determine the country/state unique requirements and Gypsy Moth low/high risk areas.

2.21.2 Counselors must thoroughly check the PPCIG to determine unique host country restrictions and customs requirements and counsel members accordingly. Customs form preparation, distribution, and processing requirements (when applicable) must be strictly followed to preclude unnecessary delays and hardship. Particular care must be exercised for retired members or dependents shipping personal property to overseas since they must arrange their own customs clearance to ensure strict compliance with customs requirements to the United Kingdom (PPCIG, Vol II).

2.21.3 The member must ensure all items are ready for movement when the carrier arrives. This includes draining hot tubs and waterbeds, removing items from attics, crawl spaces, mini storages, cleaning dirty items, etc. NOTE: Per the Domestic Personal Property Rate Solicitation, carrier may refuse to remove property located in mini storage lots without additional payment. The carriers are **ONLY** required to pickup/deliver at the door, platform or other area accessible to the vehicle (DoD 4500.34R, Para 1008).

2.21.4 TMO Comment:

PART II - UNACCOMPANIED BAGGAGE (UB)

NOTE: This chapter corresponds with DD Form 1797, Part II.

3. Included as a part of HHG weight allowance when shipped at government expense:

3.1 Ensure the member understands although unaccompanied baggage (UB) may be shipped separately from household goods, it is still chargeable against the member's total JFTR weight allowance (JFTR, Vol I, Para U5335-D). Note: For civilian employees, see JTR Vol II, Para C2304.4, and AF Sup/JTR, Chapter 11.

3.1.2 UB can be and usually is shipped via express mode. It is very expensive when shipped by air, and can result in significant excess cost when weight allowances are exceeded (JFTR, Vol I, Para U5320-B). Note: For civilian employees, see JTR Vol. II, Para 2301.4, and AF Sup/JTR, Part 6, Chapter 11.

3.1.3 Because of the premium cost of unaccompanied baggage, TMOs should set up a procedure to obtain weights and notify members of potential excess cost. Members will be afforded the opportunity to change to surface modes (AF Sup/JFTR, Para 9.3.3.4). NOTE: This also applies to members authorized TP-2 Inter Theater movement of household goods.

3.1.4 TMO Comment:

3.2 Weight allowances: Member: _____ Dependents: _____

3.2.1 The UB allowances for Air Force members vary depending on: rank, tour status (accompanied/unaccompanied), PCS/TDY, CONUS/overseas and marital or dependent status (AF Sup/JFTR, Atch 5, table 1).

3.2.2 Ensure members assigned to or from overseas areas on unaccompanied tours understand the option to ship 10 percent of their full JFTR weight allowance by surface in lieu of the of the UB shipment. Ten percent may also be shipped via airlift to or from a designated hardlift area (AF Sup/JFTR, Atch 5, Table 1, Note 1). Split shipments (part by air, part by surface) are not authorized. All documentation should be annotated to reflect the member's selection (AFR Sup/JFTR, Atch 5, Table 1, Note 1)

3.2.3 Dependent UB allowance for PCS:

3.2.3.1 All dependents 12 and over are authorized 350 pounds (AF Sup/JFTR, Atch 5, table 1).

3.2.3.2 All dependents under 12 are authorized 175 pounds (AF Sup/JFTR, Atch 5, table 1).

3.2.4 Dependent UB allowance for purpose of attending school:

3.2.4.1 Dormitory - 350 pounds. (JFTR, Vol I, Para U5243-A5)

3.2.4.2 College - 350 pounds. (JFTR, Vol I, Para U5243-C4)

3.2.4.3 Secondary - 350 pounds. (JFTR, Vol I, Para U5243-C4)

3.2.5 For civilian employees, see JTR Vol II, Para C2301, C2305, C2306, C2309, and C2310.

3.2.6 TMO Comment:

3.3 What can be shipped as unaccompanied baggage? (Applies to military and civilian employees)

3.3.1 Those items needed for temporary living quarters; no major furnishings (AF Sup/JFTR, Para 2.3.3.1). Note: For civilian employees see JTR Vol II, Appendix A.

3.3.2 TMO Comment:

3.4 Explain pickup and delivery dates apply to military and civilian employees.

3.4.1. Established so as to arrive at destination within 5 days of the member's or dependent's arrival, while permitting the most efficient traffic management (AF Sup/JFTR, Para 2.3.3.2.); DoD 4500.34R, Para 2005b, and Appendices M & N).

3.4.2 TMO Comment:

3.5 Instruct the member to put a copy of special orders in each container just before closing it (applies to military and civilian employees).

3.5.1 It is very important members understand the orders are the only method of revealing ownership and proper destination when labels or packing lists are removed or damaged in transit.

3.5.2 TMO Comment:

3.6. How and by whom shipped:

3.6.1 The method/mode of shipment is determined by the member's requirements and destination. The normal mode prescribed for unaccompanied baggage overseas is airlift via military aircraft. Separate shipments of unaccompanied baggage to hardlift areas are not authorized for dependents or for members authorized concurrent travel of dependents except when separate shipment is required due to host country restrictions. (Consult Personal Property Consignment Instructions Guide Worldwide, Vol II, O/S). (AF Sup /JFTR, Para 2.7.3.4)

3.6.2 Between points within CONUS, unaccompanied baggage will normally be included with the member's household goods. In these cases, the items should be identified on the inventory at origin as "designated items for extra delivery," and loaded by the carrier to allow easy access at destination. An extra delivery is not authorized for civilians. A separate shipment may be made by an expedited mode when the transit time of the household goods shipment will not meet the member's needs. (AF Sup 1/JFTR, Para 2.7.3.3.)

3.6.3 NOTE: For civilian employees, see JTR Vol II, Para C2301.4, and AF Sup/JTR, Part 6, Chapter 11.

3.6.4 TMO Comment:

3.7 Brief on items of extraordinary value:

3.7.1 Members should be advised to hand carry valuable items such as cameras, jewelry, money, and items subject to pilferage when shipped or stored. To assist in recovery of stolen items, members should etch their social security number on stereo equipment, computers, etc (AF Sup/JFTR, Para 2.8.5.1.).

3.7.2 NOTE: For civilian employees, see JTR Vol II, Para C8002.5B.

3.7.3 TMO Comment:

3.8 Whom to contact in the event of loss or damage.

3.8.1 Contact the TMO and Base Claims Office.

3.8.2 Members should contact the TMO immediately upon discovery of additional loss or damage not annotated on the carrier's documents (DD Form 1840 or carrier's inventory).

3.8.3 To ensure carriers remain liable, damage not noted at the time of delivery must be reported within 70 days of delivery. This is accomplished by completing the DD Form 1840R and turning it in to the claims office within the 70 day time limitation. (DoD 4500.34R, Para 10001b)

3.8.4 TMO Comment:

3.9 Brief the importance of keeping personal property move papers. Applies to military and civilian employees.

3.9.1 Explain the importance of keeping copies of documentation in the member's possession; e.g., DD Form 1299, DD Form 1797, Carrier's Inventory, DD Form 619/619-1, DD Form 1840/1840R and GBL. Explain these are the member's record of counseling and the member's record of shipping data (DoD 4500.34R, Para 1006g(17)). It's important the member understand these documents will be needed in the future, especially if there is a loss and damage claim or if the member exceeds the prescribed weight allowance.

3.9.2 TMO Comment:

3.10 Counsel members on their responsibility to complete and turn in quality control form (applies to military and civilian employees):

3.10.1 This block of the counseling worksheet was designed to brief members on the Customer Satisfaction Report. These forms are no longer in use. The member should be briefed to ensure all problems encountered during the move are brought to the attention of the local TMO.

3.10.2 TMO Comment:

3.11 Brief the member's responsibility to reimburse the government for any excess costs occasioned by these shipments (JFTR, Vol I, Para U5340 and AF Sup/JFTR, Para 2.10).

3.11.1 Ensure the member understands by signing the DD Form 1299, they are agreeing to the terms printed on the back of the form, including the agreement to pay all excess costs occasioned by the shipment(s).

3.11.2 The TMO is responsible for collecting all known excess costs prior to releasing the shipment from origin for members separating in a nonpay status. Once property has reached the proper destination, it cannot be held ransom for payment of excess costs. Every attempt should be made to collect excess cost prior to delivery however, when this isn't possible, the destination TMO will issue a GBL correction notice indicating excess charges were not collected and a paying officer review is required. JPPSO-SAT/ECAF will then initiate Out-of-Service collection action (AF Sup/JFTR, Para 2.10.6).

3.11.3 Whenever there are multiple shipments, any excess cost will be computed on the shipment, which results in the least cost to the member (AF Sup/JFTR, Para 2.10).

3.11.4 Note: For civilian employees, see JTR Vol II, Para C8002.7, C8003.G5, and AF Sup/JTR, Part 6, Chapter 11).

3.11.5 TMO Comment:

3.12 Unauthorized items and disposal of useless items:

3.12.1 Advise members to review the items to be shipped and dispose of those items that are unwanted or unnecessary. Members often ship unwanted/unneeded items, unnecessarily increasing the cost of the move. This can present further problems for the member if the shipment is overweight. Excess cost rebuttals often contain member comments such as "if I had known it was going to cost so much I wouldn't have shipped all that old stuff I didn't need" (DoD 4500.34R, Para 1008b(1)).

3.12.2 In general, members may ship as personal property those items from their household, which are not specifically prohibited by commodity, name, or category (JFTR, Vol I, Appendix A).

3.12.3 If it is determined at origin the member has unauthorized items in the personal property shipment, they will be advised to remove them. If unauthorized items are discovered at destination, the unauthorized items will be weighed and the member will be required to reimburse the government for all shipping costs related to the unauthorized items (JFTR Vol I, Para U5340-D).

3.12.4 Check JFTR, Vol I, Appendix A, and DoD 4500.34R, Appendix J, for items restricted or prohibited from shipment as household goods.

3.12.5 NOTE: For civilian employees, see JTR, Para C8002, and Appendix A.

3.12.6 TMO Comment:

3.13 Professional books, papers, and equipment (PBP&E):

3.13.1 AF Sup/JFTR, Atch 8, provides clear guidance for the declaration and shipment of PBP&E. The definition of PBP&E is in JFTR, Appendix A. It is vitally important for members to understand declaration and the intent to ship PBP&E.

3.13.2 The member must provide indisputable intent to declare PBP&E if requesting after-the-fact declaration. This means shipment documentation must indicate PBP&E on a minimum of one of the following: DD Form 619, GBL, carrier's inventory, or a combination of these documents. Questionable cases will be referred to JPPSO-SAT/ECAF, San Antonio TX.

3.13.3 Note: For civilian employees, see JTR Vol II, Para C8007, and AF Sup/JTR, Chapter 11.

3.13.4 TMO Comment:

3.14 Member's responsibility to contact the destination TMO immediately upon arrival to give a point of contact for the ITO/TMO when property arrives (applies to military and civilian employees) (DoD 4500.34R, Para 1006g(9) and 1008b6):

3.14.1 Provide the member with the commercial area code and phone number as well as the DSN of the destination TMO. All numbers are in the Personal Property Consignment Instruction Guide (PPCIG), Vol I, and Vol II. The member may place these calls collect, if desired.

3.14.2 Ensure the member understands failure to contact TMO immediately upon arrival could cause unnecessary storage charges and create a delay of up to 5 days or more to effect delivery. These additional storage costs can have significant impact on members in excess weight status.

3.14.3 TMO Comment:

3.15 Procedure to designate agent to release property or accept property in absence of member and use of power of attorney or informal letter of authority (applies to military and civilian employees):

3.15.1 When a shipment is requested by persons other than the member, a general power of attorney, a limited power of attorney, or informal letter of authority is required (DoD 4500-34R, Para 1008g(7)).

3.15.2 Dependents of members assigned to/from overseas may apply for shipment without the member's power of attorney or letter of authorization if the shipment is to the member's new duty station. If the shipment is to any other point, the member's power of attorney or letter of authority is required (DoD 4500.34R, para (7)(c)1).

3.15.3 TMO Comment:

PART III - NONTEMPORARY STORAGE (NTS)

NOTE: This chapter corresponds to DD Form 1797, Part III.

4. Entitlements under this order, special services, etc:

4.1 Nontemporary Storage is:

4.1.1 Authorized incident to provisions in JFTR Vol I, para U5380.

4.1.1.2 Authorized in connection with occupancy of on base housing when assigned quarters will not accommodate all items of furniture. This provision is subject to the specific approval of the local Housing Office (JFTR, Vol I, para U5380-G1 and AF Sup/JFTR, Para 6.2.).

4.1.2 NTS as an alternative to shipment is authorized incident to JFTR Vol I, Para U5380-C. Please reference AF Sup/JFTR, Para 6.2.3.

4.1.3 Withdrawal of HHG from NTS as an alternative to continued storage. Entitlement applies only to LOCAL DRAYAGE or delivery within maximum geographical limits of the basic ordering agreement (JFTR Vol I, Para U5380-F).

4.1.4 Upon separation (without entitlement to severance or separation pay), NTS entitlement commences on the date of issuance of orders and terminates at the expiration of the 180th day from the date of termination of active duty (JFTR Vol I, Para U5360-B1 and U5380-K1).

4.1.5 Upon retirement or separation (with severance or separation pay), NTS entitlement commences on the date of issuance of orders and terminates one year following the termination of active duty (JFTR Vol I, Para U5380-K2).

4.1.6 Members ordered TDY or deployed for 90 days or more (not in connection with a PCS shipment) are entitled to storage of household goods. The local TMO is the approval authority in these cases (MAJCOM has disapproval authority). Storage at government expense will terminate not later than 90 days after completion of the TDY or deployment, unless the MAJCOM director of transportation approves additional storage (not to exceed an additional 90 days), (JFTR Vol I, Para U4770-B2 and AF Sup/JFTR, Para 6.1.2.4.).

4.1.7 NOTE: For civilian employees, see JTR Vol II, Para C8001.B, C8002.C, and AF Sup/JTR, Part 6, Chapter 11).

4.1.8 TMO Comment:

4.2 Included as a part of HHG weight allowance when storage at government expense:

4.2.1 It's very important members understand property placed in NTS is chargeable against their total PCS weight allowance (JFTR Vol I, Para U5380-A).

4.2.2 NOTE: For civilian employees, see JTR, Para C8001.B and C8002.C., and AF Sup/JTR, Para 9.3.2).

4.2.3 TMO Comment:

4.3 Where is the NTS stored and for how long?

4.3.1 NTS will be in an approved commercial or government storage facility, whichever is nearest to the place where HHGs are located on the date of issuance of member's PCS orders. The TMO or representative will determine which facility is more economical to the government. If a member is retiring or separating at an overseas station and selects a home in the overseas area, NTS is authorized at government or commercial facilities in the vicinity of the overseas duty station when such facilities are available (JFTR Vol I, Para U5380-B1, and AF Sup/JFTR, Para 6.2.2.1). Time limits for NTS are located in JFTR Vol I, Para U5380-L.

4.3.2 When NTS is authorized incident to a PCS, retirement, or separation from a duty station overseas, the property will normally be returned to the CONUS for NTS (AF Sup/JFTR, Para 6.2.2.1.). NOTE: TMOs should ensure the member is provided the address and telephone numbers of the storage firm.

4.3.3 Military members should be counseled to keep the TMO advised of assignment status changes, especially tour extensions, which affect their entitlement to NTS. Members extending overseas must provide copies of their tour extension approval to the TMO responsible for the NTS lot.

4.3.4 Civilian members should be counseled to coordinate with their personnel office to ensure a new fund cite is provided to the storing transportation office each fiscal year (JTR Vol II, Para C8002.3c(7)).

4.3.5 NOTE: For civilian employees, see JTR Vol II, Para C8002.C.3.g, (4), (5).

4.3.6 TMO Comment:

4.4 Pickup Date: As requested by the member (applies to military and civilian employees). Be sure to remind the member of excess cost associated with attempted pick up charges.

4.4.1 TMO Comments:

4.5 Appliance Servicing:

4.5.1 Member must ensure appliances are drained and all moisture removed to preclude mildew or rusting under long-term storage conditions (applies to military and civilian employees). The storage contractor shall also take necessary precautions to protect the interior parts of refrigerators, freezers, and similar items to prevent damage by mold or mildew during the storage period (DoD 4500.34R, Appendix H, Para C4, a (4)).

4.5.2 TMO Comment:

4.6 Checking inventory at time of pickup (applies to military and civilian employees):

4.6.1 Advise member to keep a legible copy of the inventory in a safe place. When property is released from nontemporary storage, another inventory, cross-referencing the original, will be prepared. The original inventory will be needed to ensure all property placed into nontemporary storage is received. Again, emphasize the PBP&E aspect, if applicable, so line items are clearly marked regardless of inventory reference numbers.

4.6.2 TMO Comment:

4.7 What documentation is given to the member and what is its importance (applies to military and civilian employees)?

4.7.1 The member must retain a legible copy of the inventory placing HHG into storage. This is particularly important to permit identification of the NTS lot (i.e., Item 5, 10, 15) upon request for release and to perform crosscheck against line-haul carrier's inventory at destination. DD Form 1164 contains all pertinent information, including storage facility, responsible TMO and weight of property (AFR 75-17, Para 6-3c(11)).

4.7.2 TMO Comment:

4.8 Items of extraordinary value, excess weight/cost (applies to military and civilian personnel):

4.8.1 AF Sup 1/JFTR, Para 2.8.5, provides guidance on storage and services authorized for extraordinary value items.

4.8.2 Members should be advised to hand carry valuable items such as cameras, jewelry, money, and items subject to pilferage when shipped or stored.

4.8.3 To assist in recovery of stolen items, member should etch their social security number on stereo equipment, computers, etc. (AFJPAM 24-226).

4.8.4 TMO Comment:

4.9 Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s):

4.9.1 Please note, AF Sup/JFTR, Para 2.10.1.2, contains specific requirements the TMO must meet when counseling members on potential excess cost for NTS shipments. You must be familiar with these requirements.

4.9.2 Members placing personal property into NTS under JFTR Vol I, Para U5360-B and U5365-C, should be reminded that temporary storage will normally not be authorized in connection with the final shipment of their property. Exceptions are contained in JFTR U-5360-B2 and U5365-C4.

4.9.3 Ensure the member understands by signing the DD Form 1299 they are agreeing to the terms printed on the back of the form, including the agreement to pay all excess costs occasioned by the shipment(s).

4.9.4 The TMO is responsible for collecting all known excess costs prior to releasing the shipment from origin for members separating in a nonpay status. Once property has reached the proper destination, it cannot be held for ransom for payment of excess costs. Every attempt should be made to collect excess cost prior to delivery, however when this is not possible the destination TMO will issue a GBL correction notice indicating excess charges were not collected and a paying officer review is required. JPPSO-SAT/ECAF will initiate Out-of-Service collection action (AF Sup/JFTR, Para 2.10.6).

4.9.5 Whenever there are multiple shipments, any excess cost will be computed on the shipment, which results in the least cost to the member (AF Sup/JFTR, Para 2.10.1.2).

4.9.6 NOTE: For civilian employees, see JTR Vol II, Para C8002.B and C8003.G5 e.

4.9.7 TMO Comments:

4.10 Unauthorized items and disposal of unnecessary items:

4.10.1 Advise members to review the items to be stored and dispose of unwanted or unnecessary items. Members often store unwanted/unneeded items, unnecessarily increasing the cost of the move. This can present further problems for the member if the shipment is overweight. Excess cost rebuttals often contain member comments such as “if I had known it was going to cost so much I wouldn’t have shipped/stored all that old stuff I didn’t need” (DoD 4500.34R, Para 1008b(1)).

4.10.2 In general, members may store as personal property those items from their household which are not specifically prohibited by commodity, name, or category (JFTR Vol I, Para U5340-D).

4.10.3 If it’s determined at origin there are unauthorized items in the storage lot, the member will be advised to remove them. If unauthorized items are discovered at destination the unauthorized items will be weighed, and the member will be required to reimburse the government for all shipping costs related to the unauthorized items (JFTR U5340-D).

4.10.4 Check JFTR, Vol I, Appendix A and DoD 4500.34R, Appendix J, for items restricted or prohibited from shipment/storage as household goods.

4.10.5 NOTE: For civilian employees, see JTR, Vol II, Para 8002.7 and Appendix A.

4.10.6 TMO Comments:

4.11 Professional books, papers, and equipment (PBP&E):

4.11.1 Nontemporary storage of PBP&E is authorized when “the PBP&E is not required at the member’s next PDS, but the member retains the AFSC”. Applies to military only (AF Sup/JFTR, Para 2.3.5).

4.11.2 Nontemporary storage of PBP&E is authorized for separating and retiring members. Applies to military only (JFTR Vol I, Para U5310-C).

4.11.3 You must stress the importance of properly declaring and documenting PBP&E throughout the move. Failure to follow the PBP&E rules usually results in additional excess cost when overweight shipments are involved (AF Sup/JFTR, Para 2.3.5 and Atch 8 for specific guidance).

4.11.4 The member is ultimately responsible to ensure the inventory is correct and PBP&E are identified. The TMO should ensure the carrier has properly annotated the GBL and 619.

4.11.5 If it is not practical for the carrier to weigh the PBP&E at time of pickup, a constructive weight of 40 pounds per cubic foot per inventory item may be used. The carrier must indicate on the inventory the cubic size of each carton if the constructive weight is to be allowed. Items not qualifying as PBP&E, e.g., furniture, filing cabinets, bookshelves, etc., will not be given a PBP&E weight credit (AF Sup/JFTR, Para 2.3.5.2).

4.11.6 If the carrier fails to properly identify PBP&E during pickup, members may request the TMO at destination inspect the shipment and verify the existence and weight of the PBP&E. This must be accomplished during the delivery or within a reasonable time frame (AF Sup/JFTR, Para 2.3.5.2 and Atch 8).

4.11.7 NOTE: For civilian employees, see JTR Vol II, Para C8007, and AF Sup 1/JTR, Para 11.3.12.1.

4.11.8 TMO Comment:

4.12 It's the member's responsibility to contact the destination TMO immediately upon arrival to give a point of contact for TMO when property arrives (applies to military and civilian employees).

4.12.1 Provide the member with the commercial area code and phone number as well as DSN of the destination TMO. All numbers are in the Personal Property Consignment Instruction Guide (PPCIG), Vol I, and Vol II.

4.12.2 Ensure the member understands failure to contact TMO immediately upon arrival could cause unnecessary storage charges and create a delay of up to 5 days or more to effect delivery. These additional storage costs can have significant impact on members in excess weight status.

4.12.3 TMO Comment:

4.13 Procedure to designate agent to release property or accept property in absence of member and use of power of attorney or informal letter of authority (applies to military and civilian employees):

4.13.1 When a shipment is requested by persons other than the member, a general power of attorney, a limited power of attorney, or informal letter of authority is required (DoD 4500.34R, Para 1008h(7)).

4.13.2 Dependents of members assigned to/from overseas may apply for shipment without the member's power of attorney or letter of authorization if the shipment is to

the member's new duty station or nontemporary storage. If the shipment is to any other point, the member's power of attorney or letter of authority is required (DoD 4500.34R, Para 1008h(7)(c)1).

4.13.3 TMO Comment:

PART IV - HOUSE TRAILERS/MOBILE HOMES (MH)

NOTE: This chapter corresponds to DD Form 1797, Part IV.

It's important that you be well prepared when counseling your customers on mobile home shipment entitlements and procedures. Mobile home shipments usually involve excess costs, and these costs are often extremely high. The procedures for shipment are contained in DoD 4500.34R, Chapter 7, and AFJPAM 24-225. Review DoD 4500.34R, paragraph 7001, for specific counseling instructions. PLEASE NOTE: Military and civilian mobile home entitlements are very different. Using MILITARY mobile home entitlements to counsel CIVILIANS always result in excess costs to the employee. Further, these costs cannot be rebutted or remitted. You must ensure you are counseling on the proper entitlements.

5. Entitlements under this order, limitations, possible costs:

5.1.1 Members entitled to shipment of household goods may ship a mobile home provided: (1) it is acquired on or before the effective date of the PCS orders, (2) it is intended for use as a residence by the member or member's dependents, and (3) it has been placed in a fit travel condition. Note that all three conditions must exist for members to be eligible to ship their mobile home. No entitlement exists if member fails one of these qualifying criterion (JFTR Vol I, Para U5500 and U5502).

5.1.2 A member may transport a mobile home at personal expense or make arrangements for movement with a commercial transporter for movement of the mobile home at personal expense. Reimbursement will be limited to a cost not to exceed what it would have cost the government to transport the member's maximum authorized weight allowance of HHG between authorized points.

5.1.3 Except as provided in JFTR Vol I, Para U5330-F5 and U5515-G, shipment of HHG is not authorized in connection with movement of a mobile home (AF Sup/JFTR, Para 8.1.1 and 8.3.2).

5.1.4 NOTE: For civilian employees, see JTR VOL I, Para C10000 and 10001.

5.1.5 TMO Comment:

5.2 Service authorized at government expense and those billed to member:

5.2.1 The decision by a member to move or not move a mobile home often hinges on out-of-pocket expenses they may incur as a result of the move. Counselors have a unique opportunity to help the member in this decision. By researching the specific estimated costs for the movement of the customer's mobile home as accurately and practicable as possible, the counselor can advise the member of expected excess

costs. Nearly every mobile home shipment incurs some degree of excess costs. In fact, the average excess cost bill in recent years was nearly \$1,400 per mobile home, but some have incurred costs up to \$14,000 for a single move. The average repair cost (a cost not allowed) when needed was nearly \$1,000; one mobile home had to have more than \$6000 in repairs. See JFTR Vol I, Para U5505 D & E, for a listing of authorized and unauthorized costs for military mobile home moves. Civilian mobile home unauthorized costs are contained in JTR Vol II, Para C10001-4.

5.2.2 Although these items are also specifically defined in AFJPAM 24-225 (Movement of Mobile Homes), a major source of misunderstanding is the authorization of en route repairs/services. Explain that although either the member or TMO may approve these services, if they are not an allowable cost the member will be billed for excess costs.

5.2.3 NOTE: For civilian employees see JTR Vol II, Para C1000.1 and C10001.2, and C10001.4

5.2.4 TMO Comment:

5.3 Responsibility of member to get trailer ready for movement:

5.3.1 The design and construction of a mobile home allows for the weight of all fixed service equipment, built-in equipment, appliances and furniture, with a slight margin for personal effects. The mobile home will be considered unsafe for movement if the manufactures recommended gross weight is exceeded. Members must be thoroughly counseled on their responsibility to determine and identify weight in excess of manufacturer's recommended gross trailer weight to TMO and carrier representatives (JFTR Vol I, Para U5515-G, AF Sup/JFTR, Para 8.5.7, AFJPAM 24-225, DoD 4500.34R, Para 7008I).

5.3.2 Items, which are removed from the mobile home in order to meet safety requirements, may be transported to destination at government expense. When computing the member's authorized cost for mobile home movement, the cost of transporting articles removed from the mobile home to meet safety requirements will be deducted from the total amount of what it would have cost the government to ship the member's maximum weight allowance of HHG. NOTE: Civilian employees are not authorized a separate shipment of household goods. Transportation of mobile home only authorized in lieu of HHGS (JTR Vol II, Para C10000).

5.3.3 At time of counseling, give the member a copy of AFJPAM 24-225, Guide for Movement of Mobile Home, which provides information on preparing the mobile home for movement. Review with the member the accessorial services required for preparation.

Determine which accessorial services will be performed by the member, carrier, or locally procured by TMO. Then, give the member a "working copy" of DD Form 1800, Mobile Home Inspection Record, to use as a guide/checklist in completing pre-move

requirements to place the mobile home in road worthy condition. Strongly recommend all the premove requirements be completed by the member, carrier, or TMO at least 48 hours BEFORE pickup date. If they're not, the member should postpone pickup with the TMO until requirements can be completed. Experience has shown that most first time owners of mobile homes underestimate the time needed to ensure the mobile home is "ready to pull" and they aren't ready on the requested pick-up date. In turn, unjustified delays (from the carrier's point of view) result in driver detention or waiting time charges which must eventually be paid by the member (AF Sup/JFTR, Para 8.3.5, AFJPAM 24-225).

5.3.4 Mobile Home Inspection Record (DD Form 1800) will be jointly accomplished by the TMO inspector, carrier representative, and member to assure the trailer is properly prepared and certified to be road worthy.

5.3.5 The member should be informed if the mobile home exceeds the limitations prescribed by state requirements, the DoD cannot effect movement (DoD 4500.34R, , Para 7001g).

5.3.6 NOTE: For civilian employees see JTR VOL II, Para 10000.3, C10001.2B, and 10001.4B.4.

5.3.7 TMO Comment:

5.4 Inventory of contents of trailer. Items that cannot remain in the trailer (applies to military and civilian employees):

5.4.1 DD Form 1412 (inventory of HHG Shipped In the Mobile Home) should be accomplished in accordance with AFJPAM 24-225.

5.4.2 Concrete blocks, oil barrels, and flammable material cannot be shipped in mobile homes. Remove ammunition and personally arrange for shipment disposition. All valuables should be removed to prevent pilferage (AFJPAM 24-225).

5.4.3 TMO Comment:

5.5 Pickup and delivery dates (applies to military and civilian employees):

5.5.1 Remind the member that all pre-move requirements must be accomplished at least 48 hours prior to the scheduled pickup date. If repairs are required and the mobile home will not be ready to move on the scheduled date, the member must notify the TMO immediately to establish a new pickup date. Any detention/waiting charges resulting from neglect to properly prepare the mobile home for movement will be borne by the member (AFJPAM 24-225, DoD 4500.34R, Para 7008f).

5.5.2 The member should assure space is available for the mobile home at destination or will be made available shortly thereafter.

5.5.3 The member must provide the TMO an in-transit telephone number in case major repairs are required en route.

5.5.4 The member should be counseled to contact the destination TMO immediately upon arrival to give a point of contact for delivery of the mobile home.

5.5.5 TMO Comment:

5.6 In-transit storage and probability of excess costs:

5.6.1 Temporary storage is authorized in connection with the movement of a mobile home. Members must be thoroughly counseled on the conditions prescribed in JFTR, Vol I, Para U5555. If an approved SIT facility is not available at origin or destination, coordinate with the carrier in using an approved SIT facility along the proposed route of movement. The origin TMO will serve as focal point of contact for the carrier until such time as the shipment arrives at the final destination. DOES NOT APPLY TO CIVILIAN EMPLOYEES.

5.6.2 Determine in advance member's requirements for SIT and availability of mobile home storage facilities. Consult MTMC Directory of SIT for Mobile Homes. When in doubt call the destination TMO.

5.6.3 Advise the member withdrawal of household goods from the mobile home in SIT is authorized. But, movement of the household goods withdrawn will be accomplished by the member at no expense to the government.

5.6.4 The member must reimburse the government for any costs not payable by the government under JFTR, Vol I, Para U5505-E, and AF Sup/JFTR , Para 8.3.5.

5.6.5 Most mobile home moves involve repairs and services, which are not payable by the government.

5.6.6 NOTE: For civilian employees see JTR, Vol II, Para C100002b.

5.6.7 TMO Comment:

5.7 Carrier and Government liability (applies to military and civilian employees):

5.7.1 The carrier is liable for:

5.7.1.1 Full market value of the mobile home and its built-in equipment up to its commercial tariff limits (AFI 51-502).

5.7.1.2 Items transported in the mobile home up to \$250 or a greater amount shown on the GBL (AFI 51-502).

5.7.2 Maximum limitation on government liability for a mobile home is \$40,000 (AFI 51-502, para 2.4).

5.7.3 TMO Comment:

5.8 What documentation is given to the member and its importance to them (applies to military and civilian employees):

5.8.1 Explain the importance of keeping legible copies of documentation in the member's possession; e.g., DD Form 1299, DD Form 1797, DD Form 1412, Inventory of Articles Shipped in Mobile Home, DD Form 1800, Mobile Home Inspection Record, DD Form 1863, Accessorial Services Mobile home, GBL, and carrier's shipping documents including all receipts. These are the member's record of counseling as well as the member's record of shipment data.

5.8.2 NEVER SIGN A BLANK DOCUMENT! Members should thoroughly review all documents presented for signature and retain a copy. Particularly important is verification of labor and service receipts. All blank spaces should be lined through PRIOR to signature. Recommend the member use a check or money order when making direct payment for labor and service for which the Government is not responsible. Obtain copies of all receipts at time service is rendered to demonstrate exact nature of services rendered.

5.8.3 The member should assure entry of tire size and serial number on the DD Form 1800 at origin and perform a check at destination to verify serial number of any tires replaced or changed en route. Advise the member the carrier must provide tire carcasses as evidence to substantiate tire replacement en route. Failure of the carrier to do so should be noted on the delivery documents prior to signature at destination.

5.8.4 TMO Comment:

5.9 Responsibility to promptly submit quality control information (applies to military and civilian employees).

5.9.1 Advise the member a DD Form 1799, Member's Report on Carrier Performance - Mobile Homes, will be provided at destination by the local TMO. Emphasize the importance of providing prompt feedback on carrier performance and its potential to substantiate a loss/damage or inconvenience claim (DoD 4500.34R, Para 7011c).

5.9.2 Occasionally, carrier drivers fail to complete all services to which members are entitled. This often results in crises for the member and family who must “make do” until the TMO can get the local agent to finish the job left undone by the carrier. Aside from the inconvenience imposed on the member, the excess cost bill is increased by still more charges from the agency completing the setup. It is important the member understand the need to fully document any unsatisfactory service. This will allow the TMO to initiate proper quality control actions and may enable the government to recoup the costs for services, which are documented and paid for on the GBL, but not performed by the carrier.

5.9.3 TMO Comment:

PART V - PRIVATELY OWNED VEHICLES (POV)

NOTE: This chapter corresponds with DD Form 1797, Part V.

Counseling members concerning shipment of POVs can be very challenging. In order to prepare yourself for counseling on POV procedures, you will need to be familiar with DoD 4500.34R, Chapter 8, Para 8001 (Responsibilities), Para 8003 (DoD POV Import Control Program), and Para 8005 (member's responsibilities for preparing the vehicle for shipment). You will also need to review the definitions of United States Privately Owned Vehicle (US POVs) and Foreign-Made Privately Owned Vehicles (FPOV) (JFTR Vol. I, Appendix A, and JTR Vol II, Appendix D).

6 Does vehicle qualify as a POV?

6.1 Definition of a POV: (1) Vehicle owned or leased by the member or dependent, (2) is self-propelled, (3) is required to be licensed to travel on public highways, (4) has four or more wheels, (5) designed to carry passengers or property, (6) a motorcycle or moped, if the member does not ship a vehicle with four or more wheels under the same set of orders (JFTR, Vol I, Appendix A). Please note if leased, the lease must be long term (at least 12 months) and the member must have written authority from the leasing company prior to shipment. All requirements stated in the lease will remain the responsibility of the member.

6.1.2 NOTE: For civilian employees, see JTR Vol II, Appendix D.

6.1.3 TMO Comment:

6.2 Authorizations, restrictions, special host government requirements:

6.2.1 Varied and sometimes complex restrictions such as size, weight, engine size, etc., are imposed on POVs in some overseas areas. The applicable host country POV restrictions are provided in the PPCIG (O/S), Vol II. You must review these requirements and restrictions with the member during counseling.

6.2.2 Members, regardless of grade, are authorized to ship a POV to/from/between overseas areas provided there are no military or host country restrictions and the vehicle meets the import requirements. Shipment of a foreign made POV (FPOV) is authorized only by exception (JFTR Vol I, Para U5415-B3) or as a result of authorization contained in JFTR, Vol I, Appendix E. Civilian authorizations are covered under JTR Vol II, Para C11009.3.

6.2.3 On a joint spouse assignment, both members may ship a POV provided all applicable criteria are met (AF Sup/JFTR, Para 7.2.2).

6.2.4 Military members are not required to ship a POV each time they are authorized shipment in order to permit shipment on subsequent PCS orders. Therefore, a military

member may ship a POV upon return from overseas, even though they did not ship one to the overseas area (JFTR Vol I, Para U5440-A).

6.2.5 Effective 14 May 1997 civilian employees returning to the U.S. from an overseas area who did not ship a POV at government expense from the U.S. are authorized subsequent shipment of a POV (CAP Item 21-97).

6.2.6 When a member (without regard to pay grade) on active duty inside or outside the U.S. is officially reported as dead, injured, ill, or absent for a period of 29 days in a missing status, a POV may be shipped at government expense, including overland transportation for shipments originating either within or outside the U.S., when required, to home of record, or the residence of the dependents, next of kin, or other person entitled to receive custody of the effects. In cases where members are reported injured or ill, the allowances are authorized only when supported by a statement of prolonged hospitalization or treatment by the commanding officer at the receiving hospital. Special orders are not required to ship a member's POV under these provisions. Statements of prolonged hospitalization with appropriate fund cite obtained from the local FSO may be used to effect shipment. Expeditious actions to exercise this entitlement are essential by all concerned parties prior to change in member's status (JFTR Vol I, Para U5455-E). NOTE: For civilian employees, see JTR, Vol II, Para C6061.

6.2.7 JFTR Vol. I, Para U5445-E, is not applicable to members transferred to a hospital or separated/retired under the provisions of JFTR, Vol I, Para U5345-G1 or U5365-A.

6.2.8 Shipment of POVs between stations within the CONUS: A member who is ordered PCS between permanent duty stations within the CONUS and who is unable to drive the POV may be provided transportation of the POV. In order to qualify for transportation of the POV, the member must either be physically unable to drive a POV or there must be insufficient time for the member to drive. The member must provide documentation (i.e., letter from a doctor, or letter from MPF as appropriate) substantiating the request. The TMO is the approval authority for these requests (JFTR Vol, I, Para U5414 C and AF Sup/JFTR, Para 7.3.7).

6.2.9 NOTE: For civilian employees, see JTR, Vol II, Para C11000, C11001, C11002, C11003, and AF Sup 1/JTR, Chapter 11.

6.2.10 TMO Comment:

6.3 Applicable port embarkation and debarkation, alternates if needed (applies to military and civilian employees):

6.3.1. The primary and alternate ports authorized for shipments of POVs to and from overseas are provided in DoD 4500.34R, Appendix I.

6.3.2 Request for POV shipment out of a primary port will be initiated at the port (application will be processed at the time of delivery of vehicle). HQ MTMC published specific port procedures and directions for each POV processing port. You should have these brochures on hand and provide them to each customer well in advance of their departure to deliver the POV to the port.

6.3.3 If the member is requesting an alternate port overseas, it must be located in the same country as the designated port. If the desired alternate port is in a different country than the designated country, the Secretary of the Air Force must grant approval. Request procedures for Secretary of the Air Force approval are contained in AF Sup/JFTR, Para 7.6.2.

6.3.4 When requesting an alternate CONUS port, the approval must be obtained from the CONUS MTMC Ocean Cargo Clearance Authority (WTCA). Procedures for requesting shipment through an alternate port are provided in DoD 4500.34R, Para 8004c and figure 8-1.

6.3.5 POV shipments from other than the primary or alternate port within the CONUS require advance approval in writing from the appropriate USAF/Water Port Liaison Office (WPLO). Advise the member of any probable delays due to infrequent sailings to other than primary or alternate port. Shipment from other than a primary or alternate port is subject to excess cost. Excess cost will be collected at the port in advance of the shipment (AF Sup/JFTR, Para 7.6.2.2.).

6.3.6 TMO Comment:

6.4 Preparation of POV prior to delivery to the port:

6.4.1 There are several requirements the member must meet when preparing to turn the POV in for shipment. These are outlined in DoD 4500.34R, Para 8005. The most important of these are: (1) ensuring the POV is in safe operating condition and has a valid state vehicle inspection sticker (if required), (2) ensuring the radiator contains anti-freeze testing to -20 degrees Fahrenheit (or colder if needed), (3) ensure the vehicle contains a minimum amount of fuel (less than 1/4 tank), (4) ensure all exterior surfaces and the under carriage of the vehicle are clean and free of soil and foreign matter (DoD 4500.34R, Para 8005).

6.4.2 The member must be thoroughly counseled on all requirements of DoD POV Import Control Program (DoD 4500.34R, Para 8003).

6.4.3 TMO Comment:

6.5 Application and other documents required, power of attorney if required (applies to military and civilian employees):

6.5.1 Ensure members receive a copy of the Environmental Protection Agency Waiver Letter to provide authority for removal of the catalytic converter and/or oxygen censor. The waiver letter allows up to 10 days prior to turn-in date to accomplish the work (DoD 4500.34R, Para 8001b(6) and 8003d).

6.5.2 DD Form 788 (POV Shipping Document) is used to document the condition of the vehicle at the time it is turned over to the port for shipment and to document any loss or damage that occurs during shipment. The DD Form 788 comes in three variations, DD Form 788 (automobiles), DD Form 788-1 (vans), and DD Form 788-2 (motorcycles). If the member is shipping a foreign manufactured POV (FPOV) from the CONUS, advise them of the importance of retaining a copy of the DD Form 788 as the necessary proof of ownership (DoD 4500.34R, Para 8008, 8009 and AFI 51-502, para 2.49.2).

6.5.3 Documentation granting approval to ship through an alternate port or other than primary or alternate port must be in the member's possession prior to turn-in of the POV.

6.5.4 TMO Comment:

6.6 Excess costs, when applicable - oversize/excess distance/alternate port/multiple vehicles:

6.6.1 The maximum size POV that can be shipped at government expense is 20 measurement tons (MT). (MT = length X width X height (in feet) divided by 40). The member will be required to pay excess cost occasioned by exceeding the size limitation. Excess cost for members not remaining in a pay status will be collected at the port at the time of turn in (JFTR, Vol I, Para U5415-A3 and AF Sup/JFTR, Para 7.4.1.1).

6.6.2 NOTE: The Military Personnel Flight (MPF) is the approval authority for members who may be authorized shipment of an oversized POV for medical reasons (AF Sup/JFTR, Para 7.4.1.1).

6.6.3 Excess distance: Members who elect and receive approval to use a port other than the primary or alternate port will be subject to any excess cost. Such excess cost will be collected in advance of the shipment at the port (AF Sup/JFTR, Para 7.6.2.2).

6.6.4 Space available shipment of POVs: Military members who have an entitlement to ship a POV may also ship a FPOV space available to the United States. (AF Sup/JFTR, Para 7.4.2.2. and JFTR Para U5415-B3):

6.6.4.1 The shipment must be aboard MSC-controlled vessels.

6.6.4.2 The member is subject to payment of all port accessorial charges and 25 percent of the ocean transportation charges.

6.6.4.3 Members POVs shipped in this manner will be required to meet DOT and EPA standards.

6.6.5 NOTE: For civilian employees, see JTR Vol II, Para C1102, C1104, and C1108.

6.6.6 TMO Comment:

6.7 Checking inventory of items left in the POV, origin and destination (applies to military and civilian employees):

6.7.1. Only those items absolutely needed for the trip to/from the port may be placed in the POV for shipment. Recommended and restricted articles are prescribed in DoD 4500.34R, Para 8005a(2) & (3).

6.7.2 Explain to the member that all items left in the vehicle should be annotated on DD Form 788 and thoroughly checked upon receipt at destination.

6.7.3 TMO Comment:

6.8 Secure lien holder's permission if required (applies to military and civilian employees):

6.8.1 Members requesting shipment of a leased vehicle must provide written authority from the leasing company in order to have the vehicle shipped. The member remains liable to the lease company for meeting all terms of the lease. The member will be responsible for shipping the vehicle back to the CONUS via commercial means if the lease term expires or is terminated prior to the member receiving new PCS orders.

6.8.2 TMO Comment:

6.9 Responsibility to provide Port of Debarkation proper address where notification of arrival can be sent; temporary storage of POV at port (applies to military and civilian employees):

6.9.1 Explain the importance of providing a proper notification address. If the POV is not picked up within a reasonable amount of time (normally 45 days), it will be placed in commercial storage at member's expense (DoD 4500.34R, Para 8007b, c & d).

6.9.2 TMO Comment:

6.10 Joint inspection of POV at time of delivery and pickup (applies to military and civilian employees):

6.10.1 DD Form 788 is used to document condition of the vehicle at origin and destination. A joint inspection is conducted to protect both member and the government. This form is used in the same manner as a household goods inventory. Each of the three variations of the DD Form 788 is illustrated with a line drawing of the type vehicle being shipped. This drawing is used at origin to identify pre-existing damage to the vehicle. Upon receipt at the destination port any damage to the vehicle is checked against the damage recorded at origin and any new damage is noted. It's then used to support the member's claim (if needed). Items left in the POV during shipment are also listed on the DD Form 788 (DoD 4500.34R, Para 8012).

6.10.2 TMO Comment:

6.11 Licensing and insurance requirements of state or overseas country (applies to military and civilian employees):

6.11.1 The member is responsible for meeting all licensing and insurance requirements.

6.11.2 The PPCIG provides information on unique or unusual requirements. Members should also communicate through sponsorship programs to determine existing requirements.

6.11.3 TMO Comment:

6.12 Foreign Made POV (FPOV) shipments at Government expense:

6.12.1 Criteria for shipping a FPOV is provided in JFTR Vol I, Para U4515-B, and AF Sup/JFTR, Para 7.4.2.). Transportation of a FPOV from outside the United States will NOT be authorized at Government expense unless the FPOV was purchased (1) for use as transportation by the member and/or dependents at the overseas permanent duty station and (2) more than 1 year before the date it was delivered for shipment.

6.12.2 Waivers/exceptions for the 1-year ownership requirement are thoroughly covered in AF Sup/JFTR, Para 7.4.2.1).

6.12.3 MAJCOM and SOA Directors of Transportation in overseas areas are delegated to authorize or approve waivers of the 1-year-ownership requirements. POLICY

EXCEPTION: Approval authority of waiver for this requirement rests with the Wing Commander at Yokota, Misawa, and Kadena air bases in Japan. Recommended disapprovals for those bases will be forwarded to 5AF/LGT for final determination (JFTR Vol I, Para U5415, AF Sup/JFTR, Para 7.4.2.1).

6.12.4 NOTE: For civilian employees, see JTR Vol II, Para C11003.2.

6.12.5 TMO Comment:

6.13 Delivery of POV to port by agent; special requirement for (applies to military and civilian employees):

6.13.1 Power of Attorney, Letter of Authorization, or other acceptable evidence of agency is required if the vehicle is delivered to the port by anyone other than the member or member's spouse.

6.13.2 TMO Comment:

6.14 Time Limitations (there is no corresponding block on the DD Form 1797):

6.14.1 Overseas tour of duty in excess of 1 year: The member must have a minimum of 1 year remaining on the current PCS at the time the POV is delivered for shipment. The POV must be delivered to the port within 90 days after the member's departure from CONUS. If delayed beyond 90 days, the POV may be shipped only upon written approval of the overseas commander (authority may be delegated to squadron level) (AF Sup/JFTR, Para 7.3.1.1).

6.14.2 NOTE: The member MUST be counseled that the POV will be placed into commercial storage at personal expense if approval is denied.

6.14.3 Overseas tour of duty for less than 1 year: POV must be delivered to the port within 30 days of the member's departure from CONUS (AF Sup/JFTR, Para 7.3.1.2).

6.14.4 TMO Comment:

6.15 POV Storage:

6.15.1 POV storage is authorized at government expense:

6.15.2 When the member is assigned to a foreign OCONUS PDS to which a POV shipment isn't authorized (JFTR, Para U5800, CDR MTMC Msg 142000Z Apr 97).

6.15.3 When a member is assigned temporary duty on a contingency operation for more than 30 days (JFTR Vol I, Para 5800, CDR MTMC Msg 142000Z Apr 97).

NOTE: Civilian employees are not authorized POV storage.

6.15.4 TMO Comment:

6.16 Eligibility:

6.16.1 Members with a TDY start date or an effective date of PCS orders of 1 April 1997, and later, are eligible for these entitlements. (JFTR, Para U5805).

6.17.2 TMO Comment:

6.18 Reimbursement for travel for POV delivery and/or pick-up to/from a designated storage facility:

6.18.1 POV storage includes reimbursement for the POV delivery to and pick-up from a designated storage facility. An eligible member is entitled to a round-trip transportation payment when travel for delivery/pick-up of a POV (JFTR, Para 5810A, B).

6.18.2 TMO Comment:

6.19 Storage Facilities Used:

6.19.1 Designated Storage Facilities: The TMO will designate storage facilities.

6.19.2 Personally Procured Storage: An eligible member is reimbursed for expenses incurred. Total reimbursement for storage of a POV at a facility other than a designated storage facility shall not exceed the cost to the Government for storage at a designated facility (JFTR, Para 5815A, B).

NOTE: Explain to member's to check with TMO to find out what cost would be reimbursed prior to selecting a self procured storage facility.

6.19.3 TMO Comment:

6.20. Factors Affecting Storage of POV

6.20.1 Orders Amended, Modified, Canceled or Revoked.

6.20.2 A POV stored or shipped after receipt of PCS orders may be removed and shipped or transshipped to the proper destination, including the old or current PDS at Government expense if PCS orders are later amended, modified, canceled, or revoked. If less than 12 months remain on the OCONUS tour, the POV **MAY NOT** be removed from storage for shipment. The same exceptions in par. U5317 apply.

6.20.3 Storage Before Orders Issued.

6.20.4 Storage of a POV is permitted before PCS orders are issued to an eligible member, provided the request is supported by a written statement from the order issuing authority or their designated representative.

6.20.5 General information furnished to the member concerning the issuance of PCS orders before the determination is made to actually issue the orders (such as time of eventual release from active duty, time of expiration of term of service, date of eligibility for retirement, date of expected rotation from foreign OCONUS duty, etc.) **MAY NOT** be considered as advice that the orders shall be issued (JFTR, Para U5820A, B, 52 Comp. Gen. 769 (1973)).

6.20.6 TMO Comment:

6.21 Excess Cost Collection:

6.21.2 Excess storage costs incurred by the Government due to the member's negligence or choice (i.e., POV remain in storage beyond the authorized period; storage of vehicles beyond 20 measurement tons if applicable and if personal procured storage exceeds what it would have cost the government) are collected in accordance with Service concern guidelines (JFTR, Para U5825).

6.21.3 TMO Comment:

6.22 Continued POV Storage after Entitlement Ends:

6.22.1 A POV may remain in storage, at Government expense, for 90 days after return from a foreign OCONUS PDS or TDY on a contingency operation. Storage charges accrued after the 90 days are at the member's expense, unless additional storage is authorized/approved by the Service concern or designated representative (JFTR, Para U5830).

6.22.2 TMO Comment:

6.23. Care and Storage (JFTR, Para U5835).

6.23.2 TMO Comment:

NOTE: This JPPSO-SAT counseling checklist is not sanctioned by the Air Force or the Department of Defense and is Attached for information purposes only. May be used or amended to fit local conditions/requirements.

Privately Owned Vehicle (POV) Storage Counseling Checklist

_____ **Entitlement:** Section 368 of the FY97 Defense Authorization Bill allowed for the storage of POVs for members assigned to a OCONUS PCS where POVs **CAN NOT** be shipped or when members are assigned to contingency operations (TDYs) for more than 30 days in duration. You may only store one POV. NOTE: Civilian personnel are not authorized storage of a POV.

_____ **Date of Request:** Requested date of storage _____.

_____ **Time Period:** Normally, you may not turn in your POV for storage earlier than 30 days before departing for your PCS or TDY. You must take possession of your POV within 90 days after completion of your PCS or TDY or all costs for storage will be converted to your expense.

_____ **Excess Costs:** Any services requested above the storage contracts will be at member's expense. Any vehicle that exceeds 20 measurement tons such as a pickup truck with camper, a recreational vehicle, or panel truck may result in excess cost to the member. If you make your own arrangements to store your POV, you will not be reimbursed unless authorization was given by the Transportation Office prior to placing into storage.

_____ **Contractor Selection:** The Joint Personal Property Shipping Office (JPPSO)-San Antonio will contact you once the contractor selection is accomplished. If you have not received a phone call 5 – 7 days prior to your POV drop off date, please call (210) 321-4200 or 1-800-599-7709 (outside of San Antonio).

_____ **Documents Required:** The following documents are required for processing your POV:

_____ Seven copies of orders and amendments
_____ Proof of ownership (title or registration)

_____ Lien holder's permission for leased vehicles (if required)
_____ Power of Attorney or Letter of Authorization for any other person acting as a releasing/receiving agent for the member

- _____ Permanent Mailing Address (PMA) while assigned overseas
- _____ Copy of any change of orders (Consecutive Overseas Assignment) to JPPSO when the orders affect your storage entitlement

- _____ **Insurance and Claims:** For damages incurred as a result of storage service provided by the Government, the Government liability is extremely limited and no claims will be paid unless the member first files a claim with their insurance company. Any claims against the Government must be filed within 2 years of the pickup date from storage and will be covered up to \$20,000. The contractor's liability for loss or damage to a member's vehicle is limited to that resulting from contractor's fraud, willful injury, negligence, or willful violation of laws or requirements of the contract.

- _____ **Inventory:** An inventory of all property in your POV will be accomplished at time of turn in. You may leave tools not exceeding \$200 in value, i.e., jacks, tire irons, tire chains, first aid kits, jumper cables, warning triangles, warning lights, and one spare tire in your vehicle.

- _____ **Vehicle Inspection:** A joint inspection will be conducted by you and the contractor when you turn in your POV for storage and again when you pick up your POV. The contractor will be using a DD Form 788, POV Inspection Sheet, or other locally developed form. Ensure a comprehensive inspection of the outside and inside of the vehicle is performed. Annotate the current condition of the vehicle. Ensure you annotate any discrepancies that differ from the contractor on the inspection form. Also ensure the inspection accurately identifies all installed equipment such as stereos, speakers, CBs, or other specialized equipment.

- _____ **Unauthorized Items:** If your vehicle has a propane tank, you must ensure the tank is purged, certified, and tagged by an authorized firm before the POV may be stored. Flammables or hazardous substances such as waxes, oils, paints, solvents, and polishes must be removed.

- _____ **Member Responsibilities:**
 - _____ Ensure the vehicle is clean, inside and out, before turning in vehicle

 - _____ Have a complete set of spare keys for the contractor (including gas cap)
 - _____ Contact vehicle manufacturer for any specific storage requirements

- _____ Ensure vehicle is free of all personal belongings
- _____ Determine fuel-in-tank requirements—depends on duration of TDY, storage period, vehicle manufacturer recommendations, yours and contractor's preference
- _____ Security alarms have been disconnected
- _____ Any radios, speakers, etc., that are not permanently installed must be removed
- _____ Vehicle must be in good mechanical condition (no oil leaks, adequate antifreeze, etc.)

_____ **Contractor Responsibilities:** The contractor will perform the following services:

- _____ Battery cables will be disconnected and ends taped. Oil does not require removal
- _____ Drain fuel from fuel tank/system and replace with an anti-corrosive agent, fog cylinders with anti-corrosive lubricant or add fuel additive to fuel tank
- _____ Maintain keys in the member's file to facilitate handling and movement
- _____ Motorcycles shall be placed upright, fully covered, and wrapped in a protective material with nothing touching or pressing on them
- _____ Elevate vehicle in order to prevent damage to tires
- _____ Cover vehicles that are stored in large inside community areas or vehicles that are not stored in individual storage units
- _____ Service vehicle for duration of storage period by maintaining battery charge and tire pressure
- _____ Release of vehicle from storage will include: Charge the battery, reconnect battery cables, replenish fuel tank with two (2) gallons of appropriate fuel, wash exterior and clean interior, and inflate tires to manufacture's recommended specifications

_____ **Release of Vehicle:** To obtain release of your vehicle upon completion of your PCS or TDY, you must provide a written request (to include Social Security Number) to JPPSO-San Antonio, 613 Northwest Loop 410, Suite 400, San Antonio, Texas 78216-5518, DSN 954-4200, COMM 1-(210)-321-4200 or 1-800-599-7709, FAX 1-800-599-7708, e-mail jppso@jppsosat.randolph.af.mil.

- _____ Provide one copy of new PCS orders to JPPSO when arranging release (if applicable)
- _____ Ensure you include the date you wish to pick up your vehicle
- _____ Ensure you have current registration and full insurance coverage

_____ If battery is dead or vehicle will not start, make
arrangements to have vehicle
towed or have a mechanic check over your vehicle

_____ **Additional Notes:**

(Counselor Signature)

(Date)

(Member Signature)

(Date)

NOTE: This JPPSO-SAT developed letter for reimbursement for personally procured storage is not sanctioned by the Air Force or the Department of Defense and is Attached for information purposes only.

MEMORANDUM FOR Responsible Transportation Office

FROM: Base

SUBJECT: Reimbursement for Personally Procured Storage

1. Ref: 262015Z May 97 message from HQ USAF Wash DC/ILTT
091335Z Apr 97 message from CDRMTMC Falls Church VA
142000Z Apr 97 message from CDRMTMC Falls Church VA
JFTR Map Item 48-96 - POV Storage When Transportation Isn't Authorized
2. (Name) _____
(SSAN) _____ requests to store a Personally Owned Vehicle (POV) for the duration of his/her overseas tour. The above referenced messages from the Military Transportation Management Command (MTMC) state that if a government POV storage facilities has not been designated, the member is entitled to store POV at personal expense an file for reimbursement.
3. Member is entitled to reimbursement of actual expenses, however, HQ MTMC has established that costs in excess of \$50 per month for storage and \$150 to place POV into/remove from storage should be carefully examined. A review of POV storage facilities in the greater San Antonio area have determine that the following companies are acceptable based on price and services provided:
 - a. AAA Stow-Away, 25300 IH 10 West, San Antonio TX 78257 - 698-2001
 - b. Loop 410 Storage, 6931 Leslie Road, San Antonio TX 78254 - 688-9200
 - c. UHL Storage, 6200 Grissom Road, San Antonio TX 78238 - 684-4300
4. Member has been counseled on the following items concerning POV storage:
 - a. Government will not pay claims for damage incurred as a result of personally procured storage. The member must pursue such claims against their insurance company or the storage facility.
 - b. Inspect POV at the time of pickup and notify the storage facility, in writing, of any damages occurred during storage.
 - c. Maintain full comprehensive insurance coverage on the POV.
 - d. Deliver and pickup the POV from the storage facility.
 - e. Remove all items that are not permanently installed.
 - f. Maintain payment and preparation receipts and for reimbursement upon completion of assignment. The member is responsible for payment of all charges.
 - g. Consider any manufacture warranty that may be affected by storage of POV.

- h. Excess POV storage costs which result from the POV exceeding 20 measurement tons will be borne by the member.
- 5. This letter of authorization applies to members storing POVs in the San Antonio area of responsibility. Members are responsible for contacting the local Transportation Office in other areas to determine if government or commercial storage facilities have been designated.
- 6. Point of contact is _____ DSN phone #, COM phone #, fax #.

Signature Block

PART VI-WEAPONS AND AMMUNITION

NOTE: This chapter corresponds with DD Form 1797, part VI.

Shipment of privately-owned ammunition at government expense is prohibited, JFTR Vol I, Appendix A (military), JTR Vol II, Appendix D (civilian employees).

7. Limitations and restrictions of country to which assigned:

7.1 Many countries prohibit, restrict, or require special permits and handling of privately owned firearms. Check PPCIG, Vol II thoroughly to determine specific information and procedures (DoD 4500.34R, Para 1006 (11)).

7.1.2 Members shipping firearms to overseas locations from the CONUS should consider obtaining Customs Form 4457 (Certificate of Registration) from the nearest customs office prior to export. This form can then be used upon reentry in U.S. Customs territory to document proof of ownership in the United States (DoD 4500.34R, Para 9004).

7.1.3 TMO Comment:

7.2. U.S. Government requirements and restrictions applicable for import (applies to military and civilian employees): This section of the DD Form 1797 applies to shipments being imported into the CONUS from overseas.

7.2.1 Review DOD 5030.49R to ensure the member's firearms are eligible for importation into the U.S. customs territory (DoD 4500.34R, Para 9002c).

7.2.2 TMO Comment:

7.3 Special forms and procedures, responsibilities of carriers, etc. (Applies to military and civilian employees):

7.3.1 Advise members shipping firearms to ensure the make, model, caliber/gauge, and serial number of all firearms are listed on the inventory (DoD 4500.34R, Para 1008b(7), Para 9004 and Appendix A, Para 55j).

7.3.2 The member is responsible for obtaining any permits required for shipment (DoD 4500.34R, Para 9003, and DoD 5030.49R).

7.3.3 Firearms must be packed separately and placed in a position of easy accessibility in the number one shipping container (DoD 4500.34R, Para 9005d, and DoD 5030.49R).

7.3.4 The member will complete DD Form 1252-1 for all firearms being imported into the U.S. customs territory (DoD 5030.49R).

7.3.5 In all cases, it's the member's responsibility to know and comply with the firearm laws at origin and destination. This includes all licensing and permit requirements (DoD 4500.34R, Para 9003).

7.3.6 The member is responsible for immediately notifying the local installation law enforcement agency upon the loss of a firearm, which occurs during shipment, and/or storage of personal property at government expense (DoD 4500.34R, Para 1006g(12)).

7.3.7 TMO Comment:

PART VII - LIABILITY, CLAIMS, PROTECTION

NOTE: This chapter corresponds with DD Form 1797, Part VII.

8. Carrier, storage firm, and government liability for loss or damage:

8.1 Check AFI 51-502, para 3.11, for carrier, DPM and NTS contractor liability: (1) TGBL CONUS Shipments: \$1.25 times the net weight of the shipment, (2) International Shipments: \$.60 per pound per article, (3) GBL Motor Freight Shipments: \$.10 per pound per article to \$2.50 per pound per article, consider each shipping container as an article, (4) GBL International Air Cargo Shipment: \$9.07 per pound-liability is computed on the packed weight of each item, (5) DPM Local Moves: Full cost of satisfactory repair or current replacement value less depreciation, up to a maximum of \$1.25 per pound times the net weight of the shipment, (7) Nontemporary Storage Contractors: \$50.00 per inventory line item (lots prior to 1 Jan 97) and \$1.25 net weight (lots after 1 Jan 97).

NOTE: These amounts indicate the carrier's liability to the government (subject to change) (AFI 51-502, para 3.11-3.16).

8.1.1 The maximum amount paid by the government on a claim which arises as a result of a single incident is limited for each item (jewelry = maximum of \$750.00 per item, not to exceed \$2,500.00 per claim). The maximum payable amount for a boat is \$15,000.00, except in the case of houseboats. The maximum payable amount for a houseboat is \$40,000.00 however, in order to qualify it must have been used as a residence prior to shipment. If members feel either the total shipment maximum or the item maximums are insufficient, they should consider obtaining supplemental insurance (AF Sup 1/JFTR, Para 2.8.5.2, AFI 51.501, Table 1.1, DoD Pamphlet 13E).

8.1.2 Several options are available when choosing additional coverage for personal property shipments (AF Sup/JFTR, Para 2.8.5.2). Generally speaking, insurance coverage beyond the government limits is procured at member's expense.

8.1.2.1 Additional protection may be obtained on interstate shipments within the CONUS and between the CONUS and Alaska by declaring Increased Valuation (also known as Lump Sum Valuation) or Full Replacement Protection. These coverages apply to Code 1 and Code 2 shipments only. Coverage must be requested on the DD Form 1299 at the time of counseling and noted on the GBL. The member will be liable for all excess costs associated with the purchase of these additional coverages.

8.1.2.1.1 As noted in paragraph 8.1 above, the carrier's basic liability for these shipments is \$1.25 times the net weight of the shipment. For example: Net weight of the shipment is 10,000 pounds times \$1.25 per pound equals \$12,500.00. When filing a claim on this shipment, the member would be limited to the depreciated value of the item missing/damaged, up to a maximum of \$12,000.00 for the total claim. The carrier charges \$.64 per \$100.00 valuation for this coverage. Total costs for basic coverage for this shipment is \$80.00, all of which is paid by the government at no cost to the member. NOTE: For shipments between CONUS and Alaska, the cost is doubled (Domestic Rate Solicitation, Items 17 and 130).

8.1.2.1.2 The member may increase carrier liability on the shipment by declaring Increased/Lump Sum Valuation (Code 1 & 2 ONLY). The member will make this selection during counseling and the carrier must document it on the GBL prior to pickup. When selecting increased valuation, the member may select either a higher lump sum or a higher dollar amount per pound. For example, if the member in the example above felt the proper coverage should be \$50,000.00, two choices would exist:

LUMP SUM: The member could declare a lump sum valuation of \$50,000.00. The cost would be computed at \$.64 per \$100.00 valuation for a total cost of \$320.00. The carrier's liability is now the depreciated value of the missing/damaged items, up to a maximum of \$50,000.00. The member's cost would be \$240.00, which would be collected by the government after the shipment is completed and the carrier has been paid for the services.

INCREASED VALUATION: The member could also declare a higher released valuation of \$5.00 times the net weight of the shipment (10,000 pounds). This would amount to a maximum of \$50,000.00 for the shipment. The costs would be computed the same as the lump sum valuation.

Due to the fact members do not know the actual weight of the shipment prior to pickup, lump sum valuation is the best choice for ensuring shipment coverage is sufficient and the cost to the member is known prior to pickup. The cost of purchasing these coverages is doubled for shipments between CONUS and Alaska (Domestic Rate Solicitation, Items 17 and 130).

8.1.2.1.3 Many members are not satisfied with the basic coverage or increased valuation because the carrier is liable only for the depreciated value of the missing/damaged items. For these members, the best choice is Full Replacement Protection (Code 1 and 2 only). The carrier requests this coverage only if the shipment is declared at a minimum lump sum of \$21,000.00 or \$3.50 per pound whichever is greater. For a member with a 10,000-pound shipment, the carrier's liability would be satisfactory repair or replacement of missing/damaged items, without regard to depreciation, up to a maximum of \$35,000.00 (\$3.50 times 10,000 pounds). If desired, a higher amount can be requested on the GBL (Block 27 of the GBL). Member requests Full Replacement, shipment is declared at a lump sum of \$50,000.00 or \$3.50 per pound, whichever is greater. Cost for \$50,000.00 full replacement protection is \$.85 per \$100.00 valuation or \$425.00. The cost to the member (10,000-pound shipment) would be \$345.00 (\$425.00 minus the cost of basic coverage). The government would bill this cost, after the carrier is paid. For shipments between the CONUS and Alaska, the cost of this coverage is doubled (Domestic Rate Solicitation, Item 152).

8.1.3 Commercial Trip Insurance can be obtained by the member from an insurance company or directly through a carrier. This type of insurance is expensive and can only be purchased for the full value of the property (AFSup1/JFTR, Para 2.8.5.2).

8.1.4 All Risk Insurance can be obtained from an insurance company at an even higher cost which covers other types of losses in addition to transportation and storage of personal property (AF Sup /JFTR, Para 2.8.5.2).

8.1.5 NOTE: For civilian employees, see JTR Vol II, Para C8005, and AFI 51-502, para 2.30.

8.1.6 TMO Comment:

8.2 Carrier and Government liability for mobile homes and liability for repairs en route:

8.2.1 Carriers are liable for full market value of the mobile home and its built-in equipment up to the commercial tariff limit. Check the individual rate tender for current liabilities. For items transported in the mobile home, the carrier liability is up to \$250.00 or a greater amount, if declared on the GBL (AFI 51-502, para 3.17).

8.2.2 Maximum government limitation on mobile homes, trailers, etc., is \$40,000.00.

8.2.3 All repairs en route, with the exception of LABOR COSTS associated with repair and replacement tubes and tires, are member's responsibility (JFTR Para U5505-E1). The member needs to have a complete understanding that although the GBL may authorize \$150.00 or more (without prior approval) for repairs en route, they are ultimately responsible for all en route repairs, regardless of cost.

8.2.4 NOTE: For civilian employees, see JTR, Vol II, Para C1001.

8.2.5 TMO Comment:

8.3 Carrier and Government liability for POV (applies to military and civilian employees):

8.3.1 Carrier's liability varies according to mode/method of shipment. The Claims Office is the responsible agency to pursue claims against carriers.

8.3.2 The Government's maximum payment limitation is \$20,000.00 for motor vehicles damaged, destroyed, or missing during government authorized transportation (AFI 51-502, para 2.45.1.1).

8.3.3 TMO Comment:

8.4 Limitations on Government Liability:

8.4.1 Maximum government liability per item and claim is determined by AFI 51-502, Para 2.71.

8.4.2 TMO Comment:

8.5 Importance of documentation - accurate inventory on delivery, etc., (applies to military and civilian employees):

8.5.1 The HHG descriptive inventory is essential in proving carrier liability. It is the only evidence of the condition of items shipped at the time of pickup. The member must be counseled to watch the inventory process very closely. Pay particular attention to preexisting damage codes. If the member does not agree with any entry on the inventory, it should be brought to the attention of the carrier personnel immediately. If the situation is not corrected, the member must take exception on the inventory prior to signature. This can be accomplished using the remarks section. Once the carrier and the member have signed the inventory, it is complete and serves as a record of the condition of items at pickup. In event of loss and damage, it will be used as the basis for determining the extent of damage caused by the carrier (AFI 51-502, para 2.68).

8.5.2 During delivery the member will use the origin inventory to determine whether there are items missing or damaged. Damaged/missing items will be noted on the DD Form 1840.

8.5.3 If further loss or damage is discovered after delivery, the member must record it on the DD Form 1840R. This form must be turned in within 70 days after delivery. A carrier is not liable for loss or damage not identified at delivery or by written notice within 75 days of delivery (AFI 51-502, para 3.13.4).

8.5.4 Although not required by regulation, suggest snapshots of personal property (while in the home environment before shipment) could be supporting evidence of proof of possession in the event of loss/theft/irreparable damage. Photographic evidence of original shipping condition could enhance the veracity of a claim should the claim be otherwise disputed by the government or the carrier. Truly, a picture can be "worth a thousand words."

8.5.5 TMO Comment:

8.6 Valuation of items of extraordinary value-substantial value:

8.6.1 Members should be encouraged to hand carry valuable items such as expensive jewelry, cameras, and similar small high-value items, which are prone to pilferage when, shipped or stored. The burden is upon the member to substantiate loss and to establish the value of the lost items. Photographs and appraisals made before the loss are very helpful in determining value. Should there be any losses, there are maximum amounts per item and per claim which can be paid (AF Sup/JFTR, Para 2.8.5.1, and AFI 51-502, Para 2.71).

8.6.2 The member may make a separate shipment consisting of high value items only, see JFTR Vol I, Para U5330-E and AF Sup/JJFTR, Para 2.8.5.1.

8.6.3 Special services provided for items of extraordinary value above those annotated under carrier's tariffs or contractual provisions will be charged to the member.

8.6.4 Note: For civilian employees see JTR Vol II, Para C8002-5b.

8.6.5 TMO Comment:

8.7 Who to see at destination in the event of loss or damage (applies to military and civilian employees):

8.7.1 The maximum time limit in which a member may file a claim against the government for missing and damaged items is 2 years from the date of delivery. The member should be advised to contact the TMO and Claims Office immediately in the event of loss or damage.

8.7.2 By written agreement between the military services and carrier industry, notice of loss or damage must be given within 70 days after delivery in cases where exceptions are not taken at time of delivery. This is accomplished using DD Form 1840R. Advise the member that failure to give timely notice of loss or damage will result in their claim settlement being reduced by the amount the Government cannot recover from the carrier (AFI 51-502, para 2.17).

8.7.3 TMO Comment:

PART VIII - DO IT YOURSELF (DITY) Moves

NOTE: This chapter corresponds with DD Form 2278, Item 7, 8, and 9.

Do it Yourself (DITY) moves offer the member several benefits, including the opportunity to earn a monetary incentive. Air Force members may use the DITY program for one way moves between points in the CONUS, Alaska, Mexico, or Canada, as well as local moves within or outside the CONUS. DITY moves should always be recommended as an option for members who feel they may be shipping more than their authorized weight allowance, and those considering the movement of a boat. The following information is presented in the same format and sequence as the counseling blocks on the DD Form 2278. NOTE: The DITY program is not available to civilian employees.

DITY move guidance and procedures are outlined in AFI 24-501. This chapter of the counselor's handbook is intended to assist you in preparing to counsel members on their DITY entitlements. It does not contain specific procedures. As with the rest of the handbook, this chapter is not intended to replace the applicable regulations or your MAJCOM guidance.

9. Option of GBL (Van) and/or DITY move or nontemporary storage:

9.1 PCS - The member has the option of making a GBL move, DITY move, local contract move, placing property in nontemporary storage, or making a combination of two or more of these moves. NOTE: JFTR Vol I, Para U5320-E1, prohibits DITY moves involving transoceanic shipment. Exception is made for moves between the CONUS and Alaska via the Alaska Marine Highway System (Ferry) and to/from Canada on oceangoing ferries.

9.2 Local Move - local moves may be made under the DITY program either within or outside the CONUS.

9.3 Split shipments consisting entirely of DITY shipments will be processed as if one shipment had been made using the total weight moved or the member's prescribed weight allowance, whichever is less as basis for an incentive (AFI-24-501, para 3.2.2.).

9.4 TMO Comment:

9.5. DITY move authorized from _____ to _____.

9.5.1 Self-explanatory

9.5.2 TMO Comment:

9.6. ITO/TMO provided with accurate estimated weight of HHGs:

9.6.1 The member must ensure the estimated weight provided to the TMO is as accurate as possible. The weight estimate is used when computing the estimated constructive cost and the member's advance operating allowance. If the member collects an advance operating allowance greater than the actual constructive cost, the overpayment will be collected from the member after the move.

9.6.2 TMO Comment:

9.7 Maximum authorized weight allowance:

9.7.1 DITY moves are subject to the same weight limitations as all other moves under similar orders. (PCS - JFTR, Vol I, Para U5310-B; TDY - JFTR Vol I, Para U4710-A; Unaccompanied Baggage - AF Sup/JFTR, Attachment 5, Table 1).

9.7.2 Professional Books, Papers, and Equipment (PBP&E) - Members making DITY moves are entitled to declare and move PBP&E. The weight of the PBP&E is not charged against the member's weight allowance, however the member is entitled to receive an incentive payment based on the weight of the PBP&E. Declaration is made in Block 7d of the DD Form 2278. If PBP&E are not declared on the DD Form 2278, no credit can be given, even if separate weight tickets were obtained for the PBP&E. After the fact declaration of PBP&E is prohibited. Weighing procedures for PBP&E in DITY moves will follow the procedure outlines in AFI 24-501 and must provide a separate weight determined for the PBP&E. If no weight tickets are obtained for the PBP&E and constructive weights are used, constructive weight will be computed at 7 pounds per cubic foot. NOTE: Applies to Air Force ONLY (AFI 24-501, para 5.6.2.).

9.7.3 TMO Comment:

9.8 Unauthorized items (POVs, flammable, etc.):

9.8.1 Please note: Though boats are listed in item 7e of the DD Form 2278, they MAY BE included in a DITY move when the move is being made over land (including movement on Alaska or Canadian ferries) and the boat is on a trailer or on top of a vehicle authorized for use in DITY moves. The weight of the boat, any household goods placed in the boat, and the weight of the trailer may be authorized for a DITY move incentive payment. There are other methods by which a member may personally move a boat; however, none of these qualify for incentive payment under the DITY program (AFI 24-501, para 4.3.4. and 62 Comp Gen 292 (1983)).

9.8.2 Items liable to impregnate or otherwise damage rental equipment, POV, or other property (e.g., hazardous articles including explosives, flammable, and corrosive

materials, poisons, etc.) are prohibited. See DoD 4500.34R, Appendix J, for a more complete list (AFI 24-501, para 11.2).

9.8.3 Other items not authorized for movement as household goods at government expense (JFTR Vol I, Appendix A, definition of household goods) MAY BE included in a DITY move as long as they are not on/in the vehicle when the net weight is established. If these items are included in the net weight, the member is subject to forfeiture of the DITY move entitlement (AFI 24-501, para 10.1.5).

9.8.4 TMO Comment:

9.9 Power of Attorney (If required):

9.9.1 If the person making the application is anyone other than the member, they must have proper documentation designating them as an agent in the member's behalf. The documentation requirements are the same as for other personal property shipments. The agent must have a general power of attorney, limited power of attorney, or an informal letter of authority (DOD 4500.34R, para 1008 h (7)).

9.9.2 TMO Comment:

9.10 Type of vehicle authorized:

9.10.1 POVs authorized under the DITY program include pickup trucks, cargo trailers, vans, and vehicles, which can be configured for hauling cargo such as station wagons or blazers. NO incentive will be paid for property moved in or on top of vehicles primarily designed for passenger transportation (two door, four door and hatchback sedans) (AFI 24-501, para 4.1).

9.10.2 Rental Vehicles - The member may use personally procured rental vehicles, equipment, and packing materials. All arrangements are to be made between the member and the rental company; the government is not involved. Please note: Some late model vehicles will not accept temporary rental trailer hitches. The member should verify that the vehicle in use will accept the rental hitch. If the vehicle has a factory-installed hitch, the member should verify it is compatible with the trailer being rented (AFI-24-501, para 2.1.2).

9.10.3 Commercial Carriers - Members may procure a commercial carrier to make the DITY move, if they provide all or part of the labor in connection with the movement (packing, unpacking, loading, unloading), (AFI 24-501, para 2.1.3).

9.10.4 Small Package Services - Small package services such as UPS, Federal Express, US Mail, bus, and commercial air service DO NOT meet the intent of the DITY program and cannot be used (AFI 24-501, para 4.4).

9.10.5 TMO COMMENT:

9.11 Loss or damage - maximum government liability:

9.11.1 The member does have the right under the Personnel Claims Act (31 U.S.C., Section 3701, & 3721) to file a claim for loss and/or damage in connection with a DITY move. Claims will generally not be paid except in those cases where an act transpires that is beyond the control of the member (vehicle accidents, leakage, fires, or thefts where the member is free of negligence). Please note the key is whether or not the member is negligent. Brief customers very carefully and stress taking all necessary precautions to avoid loss and/or damage. They should ensure the vehicle is secured at all times, they observe the speed limits, and they pack sufficiently to prevent damage (AFI 24-501, para 6.7).

9.11.2 The member must be counseled to check with their insurance agent and ensure they are properly covered in case of loss or damage. Further, they need to ensure they have adequate liability coverage to protect them in the case of an accident. Many courts have held that members operating privately owned vehicles on change of station moves are not acting within the scope of their employment. They are thus, not protected by the Federal Tort Claims Act, 28 USC 2679 (b). As a result, members may be held personally liable if they have inadequate insurance coverage to satisfy all damage and third party injury claims or lawsuits resulting from an accident (AFI 24-501, para 7.2.1).

9.11.3 In case of an accident, the member must contact the staff judge advocate at the nearest military installation for assistance (AFI 24-501, para 7.2.2).

9.11.4 TMO Comment:

9.12 Temporary Storage:

9.12.1 This item is covered extremely well in AF Sup 1/JFTR, Chapter 6 and AFI 24-501, para 13.1.

9.12.2 TMO Comment:

9.13 Operating Allowance (Amount):

9.13.1 TMOs may authorize an operating allowance not to exceed 60 percent of the estimated GBL constructive cost for all members making a DITY move, including separatees. The member has the option to receive or decline the advance operating allowance. If the member does not desire to receive an operating allowance, no action is required in this block (AFI 24-501, para 3.5 and 3.5.2).

9.13.2 Section 9a of the DD Form 2278 is used for computation of constructive cost and the advance operating allowance. NOTE: Constructive cost of 95 percent applies to moves with effective date of order of 1 Feb 98 (PDTAC MSG 021300Z Feb 98).

9.13.3 Please remind the member this is an advance and if the actual incentive is less than the advance, collection of excess costs will occur. For this reason, it is important the member estimate the weight of the move as accurately as possible.

9.13.4 TMO Comment:

9.14 Pickup rental vehicle and ensure safe operation. Pickup date (YYMMDD):

9.14.1 This block of the form was designed for use when the TMO makes the rental arrangements. This is no longer done. The member will make all arrangements personally.

9.14.2 The member should be counseled to inspect the rental vehicle carefully prior to accepting it from the rental agency. It should be road worthy, water tight, in good repair, and it must be capable of being locked. Acceptance of a substandard vehicle may affect the member's ability to file a claim, should loss/damage occur (AFI 24-501, para 4.8).

9.14.3 This is a private transaction between the rental dealer and the member. All training and information related to the operation of the rental vehicle and/or the rental dealer will provide equipment.

9.14.4 TMO Comment:

9.15 Empty/loaded weight tickets required for each trip made. Use government, public, or commercial scales:

9.15.1 The member must obtain both tare (empty) and gross (loaded) weight tickets. The net weight (actual weight of property being moved) is the difference between the two. The member will need only one tare weight ticket, but will need one gross weight ticket for each load.

9.15.2 For DITY moves utilizing vehicles having campers or camper shells, the camper/camper shell must be included in the tare weight and no incentive will be paid for its movement (AFI 24-501, para 4.5).

9.15.3 Weight tickets are required for all DITY moves, regardless of weight allowance. There are four exceptions to this rule, in all four cases weight will be determined by computing a constructive weight using the DD Form 1701, AFI 24-501, para 5.5. TMOs may approve the use of constructive costs when:

9.15.3.1 Commercial carriers would be paid on a factor other than weight.

9.15.3.2 Scales are not available due to origin or destination of the DITY move (example: quarters to quarters move on base, with or without a vehicle).

9.15.3.3 The move takes place when public and government scales are normally closed, i.e., weekend or holidays.

NOTE: In each of these, cases the TMO will obtain and certify an inventory of property (on DD Form 1701) to establish the constructive weight. This will be accomplished prior to the move.

9.15.3.4 In all other cases, when due to unusual circumstances or compelling reasons weight tickets are not obtained, the file and a copy of an inventory (DD Form 1701) certified by the TMO and the member will be forwarded to the origin TMOs MAJCOM for review and approval, if appropriate. This procedure also applies to members who obtain weight tickets but then lose them prior to submitting the paperwork to the TMO (AFI 24-501, para 5.5).

9.15.4 Weight tickets may be obtained at government, public, or commercial scales, however, if government scales are available and are located within a reasonable distance from the member's residence, their use is RECOMMENDED.

9.15.5 TMO Comment:

9.16 Weight tickets should contain all information needed to identify them as part of the DITY move documentation, including members name, rank, social security number, and the license number of the vehicle being weighed (AFI 24-501, para 14.2):

9.16.1 Weighing must be accomplished on a certified scale, observed by the weighmaster, the fuel tanks must be full and the driver and all passengers must be out of the vehicle at the time it is weighed. The weighmaster must sign the weight ticket (AFI 24-501, para 5.2).

9.16.2 TMO Comment:

9.17 Trailers weighed Attached to prime mover (no passenger aboard, weigh entire unit at the same time):

Please note: The printed comments in block 8e concerning weighing the entire unit at the same time are incorrect. Axle weights are permissible when making DITY moves (AFI 24-501, para 14.3).

9.17.1 The trailer will normally be attached to the vehicle at the time it is weighed.

9.17.2 Most privately owned trailers used for DITY moves qualify for movement as household goods. JFTR Vol I, Appendix A, contains the definition of household goods. In accordance with this definition, the only trailers, which are not included under the term household goods, are mobile homes and camper trailers. All other trailers which belong to the member or dependents on the effective date of the member's PCS or TDY orders and which can be legally accepted and transported as household goods by an authorized commercial carrier qualify as household goods. When any trailer which qualifies as HHG (i.e., utility trailer, boat trailer, motorcycle trailer, horse trailer, etc.) is used as a means of conveyance for an authorized DITY move, the weight of the trailer may be included in the weight tickets for one load only. If the member makes one load only, the trailer and load may be weighed separately from the towing vehicle. The resulting weight ticket will be used to compute the incentive. If more than one trip is made, the trailer should be weighed alone, empty to determine its actual weight. Weight tickets will then be required for each load. Ensure the weight of the trailer is only included in the net weight computations once (AFI 24-501, para 4.2.3).

9.17.3 TMO Comment:

9.18 DITY moves require DD Form 1351-2:

9.18.1 DD Form 1351-2 is no longer required for all DITY moves. It is now used for TDY settlements only. This form is completed by the member at Accounting and Finance after the weight tickets and DD Form 2278 have been turned in to TMO for certification.

9.18.2 For PCS moves, the AF Form 3540 is used. This form is the member's certification of the move and its related expenses. It will be completed by the member at Accounting and Finance, after the move is completed. You should have this form available during counseling for the member's review.

9.18.3 The member should be counseled to keep all receipts related to the move, especially those for gas, oil, etc. These receipts will be required by the accounting and finance office when the move is completed.

9.18.4 TMO comment:

9.19 DD Form 2278 and weight tickets must be submitted to paying office/TMO/ITO to receive incentive payment. Provide rental contract (not required for Air Force and Army):

9.19.1 The member must be briefed to return the DD Form 2278 and weight tickets. They must be returned within 45 days for members separating in a non pay status. Failure to do so will result in collection of any advance operating allowance paid (AFI 24-501, para 6.5.1).

9.19.2 While a copy of the rental contract is not necessary when submitting the DD Form 2278 and weight tickets, it will be needed when the member completes the DD Form 3540 at Accounting and Finance.

9.19.3 TMO Comment:

9.20 Estimated constructive costs:

9.20.1 AFI 24-501 contains detailed guidance on the computation of constructive costs and advance operating allowances.

9.20.2 TMO Comment:

PART IX - SHIPMENT OF BOATS

This chapter concerns the shipment of boats at government expense. There are currently no forms to use when counseling members on boat shipments. We recommend you add the following items to the back of the DD Form 1797 when counseling members on the movement or storage of boats. NOTE: REMEMBER, civilian employees do not have an entitlement to move a boat at government expense.

The member was counseled on the following items relating to the shipment or storage of boats.

10. Authorization - Not to exceed the cost to move a like weight of household goods.

10.1 Methods of shipment:

10.1.1 ____ Domestic:

10.1.2 ____ International:

10.2 ____ Excess Costs:

10.3 ____ Nontemporary Storage:

The following paragraphs are intended to assist you in counseling your customer concerning boat shipments. The paragraph numbers correspond to the 4 counseling items listed above.

10.4 Authorization - Not to exceed the cost to move a like weight of household goods:

10.4.1 Members must be aware that the authorization to ship a boat is limited. While the member may ship a boat, the entitlement is limited to an amount not to exceed what it would have cost to ship a like weight of household goods. All costs over that amount and the cost of any special handling the boat requires are the member's responsibility. Further, the cost of moving the boat and the household goods may not exceed the cost of moving the weight of the boat and the household goods (not to exceed the member's JFTR weight allowance) in one lot at the lowest applicable rate. All members shipping boats must understand there is a significant potential for incurring excess cost.

10.4.2 TMO Comment:

10.5 Methods of Shipment:

10.5.1 DOMESTIC: There are six options available to members shipping boats domestically:

10.5.1.1 Any boat less than 14 feet long without a trailer and dinghies or sculls of any size can be shipped as regular household goods under the normal domestic rates (MTMC Rate Solicitation D-5, Item 114)

10.5.1.2 Boats 14 feet or longer, or under 14 feet with a trailer, may be moved as household goods under a domestic one-time-only (OTO) rate negotiated by Military Traffic Management Command. Movement will be provided either by a tow-away service or a commercial mover.

10.5.1.3 Movements under the Do-It-Yourself (DITY) move program (JFTR Vol. I, Para 5320-E).

10.5.1.4 DPM shipment normally used only for small boats.

10.5.1.5 Member may move the boat at personal expense and file a claim for reimbursement. Movement may be over water (JFTR Vol. I, Para U5320-D).

10.5.1.6 If the boat qualifies as a mobile home IAW the JFTR, Appendix A, the member may transport the boat over water as a self-procured mobile dwelling in lieu of HHGs shipment. Reimbursement would be IAW JFTR, Para U5510-B3.

10.5.1.7 TMO Comment:

10.6 INTERNATIONAL: There are three options for international movement of boats:

10.6.1 Any boat and/or trailer, which fits into a standard overseas container and which is accepted by the carrier may be, shipped as household goods under the single factor rate in effect at the time of the shipment.

10.6.2 Other boats may be moved as household goods under an international OTO boat rate negotiated by MTMC. In these cases, the carrier will offer an OTO rate for the household goods and will offer a separate quote for the movement of the boat.

10.6.3 Members may move the boat at personal expense and file a claim for reimbursement. Movement may be over water (JFTR Vol. I, Para U5320-D).

10.6.4 TMO Comment:

10.7 Excess Costs:

10.7.1. When counseling members, who indicate they intend to ship a boat, it's crucial the member be advised of the significant potential for incurring excess costs. Use the appropriate example for JFTR Vol. I, Para U5310-F, to estimate/compute the excess costs.

10.7.2 General: Members are responsible for all additional accessorial costs related to movement of a boat and trailer. Additional accessorial costs include, but are not limited to, tire repair; tire replacement; packing wheel bearings; materials and labor for structural repair; trailer repairs en route; lift-on or lift-off services; and all special packing, crating, and handling.

10.7.3 Boat-One-Time-Only (BOTO): Boats moving under BOTO costs usually result in excess costs for the member. Generally, the less the boat weighs the greater the excess costs. This is because the authorized cost is based on what it would have cost to ship that weight at the normal household goods rate, while the BOTO is a fixed rate charge for the movement of the boat and is normally based on the space it takes up in the shipment. The fact the member is below his/her prescribed weight allowance is not a factor in reducing or eliminating the excess cost. In the case of international BOTO rates, the carrier is also awarded a BOTO rate the household goods included in the shipment. This rate is computed on a per hundred pounds basis, but is usually higher than the normal household goods rate. The member is responsible for the increased cost of moving the household goods.

NOTE: It is critical you determine the member's potential excess cost as soon as the BOTO rate is received. The member must be made aware of the excess cost and have an opportunity to make other arrangements.

10.7.4 TMO Comment:

10.8 Nontemporary Storage of Boats:

10.8.1 The boat may be placed in NTS at government expense. The contractor will be entitled to a weight additive not to exceed the commercial tariff. This weight additive will be included for all rate items that are authorized on the DD Form 1164. Remember, in accordance with JFTR Vol. I, Para U5310-E, any weight additive will be considered as part of the net weight of the shipment, and counts against the member's weight allowance.

10.8.2 Any special packing, crating, or handling must be paid by the member.

10.8.3 The member may elect to arrange for storage at personal expense and file for reimbursement after withdrawal. Payment will be limited to the actual cost of the storage, not to exceed the cost the government would have paid to store the same weight of household goods. Incentive payments are not authorized. Certified weight tickets will be required.

10.8.4 Water storage of boats is not authorized at government expense.

10.8.5 TMO Comment:

10.9 Take extra care when counseling members on the shipment of boats. These shipments usually result in excess costs and the excess costs may be very high. Members should strongly consider exercising the option to move the boat under the DITY program.

Appendix A

REFERENCES

1. AFR 75-17, Operational Policies and Procedures - Nontemporary Storage of Household Goods Accounts
2. Air Force Supplement to JFTR/JTR, Air Force Personal Property and Storage
3. AFJPAM 24-225, Moving Your Mobile Home
4. AFJI 24-232, Quality Control of Personal Property
5. AFI 24-501, Air Force Do-It-Yourself (DITY) Move Program
6. AFI 51-502, Personnel and Government Recovery Claims
7. DoD 4500.34R, Personal Property Traffic Management Regulation (PPTMR)
8. DoD 5030.49R, Customs Inspection
9. AFJPAM 24-226, It's Your Move
10. AFP 75-52, Shipping Your POV
11. Personal Property Consignment Instruction Guide (PPCIG), Volumes I and II
12. Joint Federal Travel Regulation, Volume I
13. Joint Travel Regulation, Vol. II

The regulation references quoted throughout this volume were correct at the time it was written. Please keep in mind that regulations change frequently. We recommend this pamphlet be used FOR TRAINING ONLY. It is not intended as a reference source. In all cases you should refer directly to the proper directive for specific guidance.